Sunday, August 21

12:30 PM - 2:30 PM

**S01 Armed Intruder: Are You Prepared?**
The safety of your building, fellow employees and residents should be your top priority. Preparation for unexpected circumstances is vital. After attending this workshop, you will be prepared for events including workplace violence and armed intruders. You will learn about the current climate surrounding workplace violence, statistics from the Department of Labor, warning signs and early indicators of troubled employees, high risk protocols and response plans, and inoculation.

Participants will learn (1) how to prepare for unexpected violent workplace situations; (2) to identify common warning signs of troubled employees or residents; (3) best practices as they relate to emergency response and solutions.

HUD Service Coordinator Training Requirements Area(s) – Core: Current Issues; Optional: Crime & Self-Protection

Karla Baldini, Fortress Consulting, LLC
Paul Merritt, Fortress Consulting, LLC
Neil Welch, Fortress Consulting, LLC
Brock Ryan, Fortress Consulting, LLC

**S02 Service Coordination: More Than Just A Job – It’s A Calling!**
Genuine Service Coordination is more than just a job, title or position. It is driven by a sense of purpose and compassion. Our purpose is the basis of our attitudes and actions towards others. When you discover your true purpose, it releases an energy and passion. This personal development workshop for new service coordinators is designed to identify and explore core values and qualities fundamental to service coordinators. The session will help participants gain an understanding of how to develop and cultivate those values and qualities and discover practical keys for developing and releasing their potential.

Participants will (1) identify and explore core values and qualities fundamental to service coordinators; (2) gain an understanding of how to develop and cultivate those values and qualities; (3) discover practical keys for developing and releasing their potential.

HUD Service Coordinator Training Requirements Area(s) – Core: The Professional Service Coordinator

John Diehl, Christian Life Retirement Centers
Janice C. Monks, American Association of Service Coordinators
**S03 Health Communication: Bridging the Gap Through a Shared Cultural Meaning**

In this presentation, participants will learn about the significance of health communication and how it is shaped by many influences, such as personal goals, cultural orientation, situational factors and consideration of other people’s feelings. As a result, participants will recognize the need to increase their awareness of culture, cultural competence and its impact on health communication, client satisfaction and the efficacy of health outcomes and disparities in their work with varying client populations. Participants will also learn the CRASH model in cultural competence.

Participants will gain: (1) an understanding of the dynamics of normative culture and personal values influence on the beliefs, ideas and behaviors that a cultural group values and expect in interpersonal interactions with their practitioners; (2) an awareness of social factors which could influence health communication, culture and cultural competence has a direct impact on clients’ access, satisfaction and efficacy in healthcare/care coordination; (3) an understanding of the importance of clients’ help seeking behaviors as it relates to the various pathways to access, adherence to treatment; and utilization of services.

HUD Service Coordinator Training Requirements Area(s) – Core: Communication

Dr. Darrin Wright, Whitney M. Young, Jr. School of Social Work, Clark Atlanta University

**S04 Walk a Mile in My Shoes: ASiST Aging Simulation Sensitivity Training**

Using simple tools and practical information, the Aging Simulation and Sensitivity Training (ASiST) helps participants experience what it is like to live with personal and physical losses commonly endured by older adults. The result is enhanced awareness of the challenges of aging and increased sensitivity toward older clients. Developed by the Oklahoma Healthy Aging Initiative, this program has been utilized to train hundreds of health and human service providers, volunteers and caregivers. By immersing participants into the world of older adults, ASiST enables trainees to actually experience the daily challenges facing many aging individuals. Simple solutions are provided. Participants will learn about and experience common age-related changes and visit multiple activity stations. Group reflection and discussion will promote increased sensitivity to the aging process and the accompanying physical and emotional changes that commonly occur in late life.

Participants will learn to: (1) identify the physical and sensory changes commonly experienced by older adults and some solutions to the challenges associated with aging; (2) experience first-hand the effect of sensory losses that are common in the process of aging, such as impaired hearing, vision and mobility; (3) enhance their sensitivity and attitudes toward older clients and residents.

HUD Service Coordinator Training Requirements Area(s) – Statutory: The Aging Process

Dawn Reed, CSA, Executive Director/Founder, Aloha to Aging
Jennifer Liebich, MSW, Outreach and Program Specialist, Aloha to Aging

**S05 Understanding What HUD Expects from You: How to Prepare for a HUD Desk Audit and/or Annual Quality Assurance Review**

During this interactive workshop, participants will get a step by step tutorial on creating a ‘Quality Assurance Binder’ that will include everything required for an annual Quality Assurance Review as well as a HUD Desk Audit. The training will focus on understanding what a Quality Assurance Review entails, and why Quality Assurance is an integral component for preparing a Service Coordinator for a HUD Desk Audit. There will also be an overview on setting up files, documenting and categorizing training hours, and understanding the update procedures for necessary/required documents.

Participants will: (1) gain a better understanding of how Quality Assurance will prepare you to stay in compliance with all HUD requirements; (2) prepare attendees for the periodic Quality Review and/or HUD desk audit review; (3) learn how to organize and create an all-in-one binder that will contain everything needed to be in compliance with the SC Program.

HUD Service Coordinator Training Requirements Area(s) – Core: The Professional Service Coordinator; Optional: Recordkeeping & Reporting

Madelyne Pfeiffer, M.S.W., CFRE, MJ Housing & Services
**S06 How American Cancer Society Can Help**
The American Cancer Society strives to help caregivers and patients, when dealing with cancer. This workshop will provide an overview of the American Cancer Society's various programs and services available to constituents. It will outline volunteer opportunities and how volunteers contribute to the fight against cancer. Calls will be shared to illustrate the unique experience the American Cancer Society's National Cancer Information Center offers to its constituency.

Participants will: (1) learn more about how the American Cancer Society can help cancer patients; (2) gain an understanding of the unique experience the American Cancer Society provides; (3) become familiar with the services that are available to cancer patients; and (4) learn more about the volunteer opportunities to help join the fight against cancer.

HUD Service Coordinator Training Requirements Area(s) – Core: Community Relations; Optional: Networking

Ampy Rougeau, American Cancer Society

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**S07 Working with Immigrants: Understanding Culture and Fostering Well-being**
This presentation was created by Jewish Family & Children's Service of Pittsburgh and the Allegheny County Department of Human Service to provide service providers a toolkit of skills they can use in their work with diverse families and seniors. It provides an overview of immigration, an understanding of cultural humility and an explanation of how these intersect in providing culturally and linguistically appropriate service coordination when using interpretation. Attendees will get a better understanding of the immigration process as it relates to refugees, asylees, and other vulnerable populations and the unique challenges they face upon arrival to the United States; understand their own cultural framework, innate bias and how they impact professional interactions; and learn tips and strategies for using an interpreter either in person or via phone.

Participants will be able to: (1) have a better understanding of the immigration process as it relates to refugees and other vulnerable populations and the unique challenges they face upon arrival to the United States; (2) understand their own cultural framework, innate bias, and how they impact our professional interactions; (3) walk away with tips and strategies for using an interpreter either in person or via phone.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Mixed Populations; Core: The Professional Service Coordinator

Dawn Brubaker, Jewish Family and Children's Service of Pittsburgh (JF&CS)

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**3:00 PM - 5:00 PM**

**S08 Armed Intruder: Are you Prepared?**
The safety of your building, fellow employees and residents should be your top priority. Preparation for unexpected circumstances is vital. After attending this workshop, you will be prepared for events including workplace violence and armed intruders. You will learn about the current climate surrounding workplace violence, statistics from the Department of Labor, warning signs and early indicators of troubled employees, high risk protocols and response plans, and inoculation.

Participants will learn: (1) how to prepare for unexpected violent workplace situations; (2) to identify common warning signs of troubled employees or residents; (3) best practices as they relate to emergency response and solutions.

HUD Service Coordinator Training Requirements Area(s) – Core: Current Issues; Optional: Crime & Self-Protection

Karla Baldini, Fortress Consulting, LLC
Paul Merritt, Fortress Consulting, LLC
Neil Welch, Fortress Consulting, LLC
Brock Ryan, Fortress Consulting, LLC
**S09 The Dos and Don’ts of Service Coordination**
This course will offer content on the basic functions, responsibilities and roles of a service coordinator. The following key areas will be discussed: basic job functions; mandatory record-keeping requirements; networking strategies; and program building and maintenance including internship programs, cultural competence and effective communication strategies. This course is intended for inexperienced service coordinators or property managers that desire a deeper understanding of the role of service coordinators.

Participants will: (1) recognize the basic functions of service coordination, including HUD mandatory record-keeping/reporting; (2) learn how to build and maintain important service coordination programs at your site; (3) gain a deeper understanding of cultural competence and how it relates to you; and (4) learn how to become a more effective communicator.

HUD Service Coordinator Training Requirements Area(s) – Core: The Professional Service Coordinator; Optional: The Role of the Service Coordinator

Danielle Sager, Peoria Housing Authority

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**S10 Walk a Mile in My Shoes: ASiST Aging Simulation Sensitivity Training**
Using simple tools and practical information, the Aging Simulation and Sensitivity Training (ASiST) helps participants experience what it is like to live with personal and physical losses commonly endured by older adults. The result is enhanced awareness of the challenges of aging and increased sensitivity toward older clients. Developed by the Oklahoma Healthy Aging Initiative, this program has been utilized to train hundreds of health and human service providers, volunteers and caregivers. By immersing participants into the world of older adults, ASiST enables trainees to actually experience the daily challenges facing many aging individuals. Simple solutions are provided. Participants will learn about and experience common age-related changes and visit multiple activity stations. Group reflection and discussion will promote increased sensitivity to the aging process and the accompanying physical and emotional changes that commonly occur in late life.

Participants will learn to: (1) identify the physical and sensory changes commonly experienced by older adults and some solutions to the challenges associated with aging; (2) experience first-hand the effect of sensory losses that are common in the process of aging, such as impaired hearing, vision and mobility; (3) enhance their sensitivity and attitudes toward older clients and residents.

HUD Service Coordinator Training Requirements Area(s) – Statutory: The Aging Process

Dawn Reed, CSA, Executive Director/Founder, Aloha to Aging
Jennifer Liebich, MSW, Outreach and Program Specialist, Aloha to Aging

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**S11 Help Your Residents Understand Medicare**
This workshop will provide an in-depth look at Medicare for aged residents. We’ll start with an overview of the parts of Medicare, when and how someone can enroll and then discuss what services are and are not covered under Medicare. Then we’ll delve deeper and look at ways your residents can apply for assistance covering their Medicare costs and how Medicare coordinates with other coverage, like Medicaid. Finally, you’ll learn where to go in your community to help your residents with complex Medicare questions.

Participants will: (1) gain an understanding of when and how to help your residents first enroll in Medicare; (2) learn what services are and are not covered by Medicare; (3) identify programs that can help your residents pay for their health care costs.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Federal Programs & Requirements

Melissa Simpson, Center for Benefits Access at the National Council on Aging
Christine Williams, GeorgiaCare program Team Lead, Division of Aging Services, Georgia Department of Human Services
Callan Wells, MS, Benefits Hotline Supervisor, Georgia Legal Services Program
Esteban Gonzalez, Benefits Outreach Manager, Atlanta Community Food Bank
Rhonda Hunter, Health Insurance Specialist, Centers for Medicare and Medicaid Services
**S12 Good Night, Sleep Tight, Don’t Let the Bed Bugs Bite!**
Bed bugs are an ever-growing problem across the US. Because of this, it is important for service coordinators to be able to identify bed bug problems and to educate their residents about control options. After attending this session, participants will be able to identify bed bugs in all stages, know where and how to look for bed bugs in a room or building, and understand the various control measures and their pros and cons.

Participants will: (1) be able to identify bed bugs in all stages; (2) know where and how to look for bed bugs in a room or building; (3) understand the various control measures and their pros & cons.

HUD Service Coordinator Training Requirements Area(s) – Core: Current Issues
Rosmarie Kelly, Public Health Entomologist, Georgia Department of Public Health

**S13 More Than Just Being Poor: Understanding Intersectionality**
Presentation participants will receive an overview of the intersectionality of poverty, race, gender, culture, language, literacy, sexual orientation and gender identity and how these factors impact and increase disparities in major areas of quality of life, including education, health access and financial resources. Information will be presented in an interactive form with descriptive case studies that show these disparities on a qualitative level while quantifiable statistics are being reviewed. During the program, we will participate in a diversity walk that provides an opportunity for personal reflection of our own history of hurdles and areas of privilege. Participants will also spend time discussing possible variations to provide services using the idea of “equity of access” as a goal.

Participants will be able to: (1) understand the intersectionality of poverty with other variables and how that dramatically affects the statistical disparities of a particular cultural subset's ability to access services; (2) reflect on our areas of limitation to access and areas of privilege by participating in diversity walk; (3) discuss the application on our sites and roles to increase the equity of access to services.

HUD Service Coordinator Training Requirements Area(s) – Optional: Counseling
Dawn Brubaker, Jewish Family and Children's Service of Pittsburgh (JF&CS)

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**Monday, August 22**

**8:15 AM - 10:00 AM**

**General Session - Returning to Your W.H.Y.**
Rediscover why you serve people in this inspiring presentation. Your "why" will carry you through the journey of serving people effectively. Sometimes your "why" is lost and it has to be found in order to keep you from burning out or becoming ineffective. Maria will inspire and motivate you to keep moving forward with just as much passion and fire to serve the people you serve everyday. She will introduce the acronym W.H.Y to help you to reconnect.

Participants will: (1) learn the key aspects of the W.H.Y. concept; (2) discuss how getting back to their W.H.Y. will inspire and motivate them to more effectively serve people; and (3) be refreshed and reminded why they serve people and the importance of their roles.

Maria D. Higgins, Clear Steps Group, Inc.
10:30 AM - 12:00 PM

M01 ADHD: Best Practices, Target Goals, Myths and Controversies

The prevalence of Attention Deficit Hyperactivity Disorder (ADHD) has steadily increased over the last two decades. As a result, it is common for service coordinators to work with individuals who have ADHD, some of whom may not even be diagnosed. Consequently, it is increasingly more important for service coordinators to have a working knowledge of ADHD. This workshop will provide participants with an overview of ADHD, including the core symptoms and proven methods for treatment, as well as debunking the myths tied to ADHD. Participants will be offered additional information on professionals and their respective roles in ADHD management and will gain a better understanding of the impact on individuals and families dealing with ADHD and their role in providing support.

Participants will: (1) learn about the core/common symptoms of ADHD; (2) identify the myths associated with ADHD; (3) learn what treatment methods and resources exist for people with ADHD; and (4) gain an understanding of the challenges faced by people with ADHD and their families.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Mental Health Issues

Dr. David O'Banion, Emory University

M02 The Many Faces of Hoarding and Trauma

Often, people hang onto possessions as if they are attached to them. When too many possessions crowd the person out of their living space, eviction can be a threat. This interactive presentation will allow you to step into the mind of a person struggling with chronic disorganization or hoarding disorder. You will leave with some practical tools to teach your clients how to let go of excess stuff by releasing internal stress. You will learn thinking (cognitive) strategies and somatic (body movement) strategies that your clients can practice to increase decision making and let go of items.

Participants will: (1) Learn how you can teach your chronically disorganized clients or people who struggle with hoarding self soothing tools. (2) Understand how past reactions to traumatic situations may have manifested into hoarding behaviors. (3) Learn how to re-engage the brains central nervous system after the fight, flight or freeze shut down that causes your clients to get stuck with their STUFF.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Mental Health Issues; Optional: Creative Strategies in Service Provision

Barbara Dennison, PhD, LISW-S, Dennison & Associates, Inc.

M03 Domestic Violence and Economic Abuse

Domestic violence survivors often must manage burdens beyond physical abuse. In this session, participants will learn the nature and impact of economic abuse and how it relates to domestic violence. Understand how to identify issues of economic abuse and how to promote financial success among survivors.

Participants will learn: (1) the definition of economic abuse within the context of domestic violence; (2) how to identify economic abuse; (3) discuss ways to promote financial success among survivors of domestic violence.

HUD Service Coordinator Training Requirements Area(s) – Optional: Crime & Self Protection

Corinne Warrener, PhD, Assistant Professor, Clark Atlanta University
**M04 Understand the Correlation between Housing, Health Care and LTSS for Seniors, Persons with Disabilities and the Homeless**

Without housing, MCOs responsible for LTSS services have limited options for the populations that have the highest health care utilization: older adults and people with disabilities residing in nursing homes, and those who are homeless. Affordable and accessible housing is critical to reducing health care costs and to helping our vulnerable populations live and age with dignity.

Participants will: (1) gain an overview of barriers to integrating housing into our health care and LTSS systems; (2) explore strategies for developing relationships with housing authorities, property management companies, and housing developers/owners; (3) hear recommendations on how MCOs and the housing network can work together; (4) discuss how specialized staff is needed at all levels to make housing, health care, and LTSS collaborations work; and (5) identify promising models and strategies for integrating housing into our health care and LTSS systems.

HUD Service Coordinator Training Requirements Area(s) – Optional: Creative Strategies in Service Provision

Pamela Mokler, MS, Care1st Health Plan

**M05 Fire Safety at Work and Home**

In this session, attendees will learn the requirements of fire safety and prevention, how to react to fire emergencies at home or in the workplace, and fire extinguisher use. The instructor for this workshop is Arthur Raynor, a full-time firefighter and EMT for 31 years and a Fire Safety Education Specialist for the Atlanta Fire Rescue Department.

Attendees will get a clear understanding of the needs and requirements to make a sound judgement in their fire safety prevention actions and their reactions to fire emergencies: (1) Changing the mindset that fires happen to ‘other’ people. (2) Gain experience in choosing, locating and using a fire extinguisher. (3) Reacting to a fire emergency in the home or in the workplace.

HUD Service Coordinator Training Requirements Area(s) – Core: Current Issues; Optional: Crime & Self-Protection

Arthur Raynor, Atlanta Fire Rescue Department

**M06 Mental Health Crisis Planning: Addressing Challenging Behaviors Associated with Untreated Mental Health Conditions**

It is estimated that 20 percent of people age 55 years or older experience some type of mental health concern, yet older adults account for only 7 percent of all inpatient psychiatric services, 6 percent of community mental health services, and 9 percent of private psychiatric care. This session will provide strategies participants can use in their work environment to assist residents who experience mental decompensation. Resident service coordinators will be able to develop a mental health crisis plan with residents at high risk for decompensation and relapse. The presentation will also address the low utilization of mental health services, which reflects problems of access including service shortages, problems of affordability, lack of services in the home and community settings, restricted access to medications, and lack of cultural competence, as well as stigma, ageism, and ignorance about mental illness and the effectiveness of treatment.

Participants will: (1) have an enhanced awareness of behaviors associated with mental health decompensation; (2) identify strategies for responding to a mental health crisis; (3) gain effective tools to use with residents living with MH conditions; (4) describe how urinary tract infections (UTIs) mimic mental health disorders; (5) explore the barriers to meeting the MH needs of older-adults; (6) discuss housing and policy recommendations.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Mental Health Issues

Ruben Rivera-Jackman, MNPL, King County Housing Authority
**M07 Motivating and Engaging Your Residents to Advocate on Issues That Affect Them**

Today's climate in Washington regarding policies and legislation affecting low- and moderate-income individuals and families is and has been complicated at best. Across-the-board funding cuts in social services "safety net" programs at the local, state and federal levels have negative consequences for keeping people housed, independent and moving up the economic ladder. Your residents can and should have a voice to create change within the public policy sphere of influence on the programs and services that directly affect them. This presentation will provide strategies for keeping your residents informed of the changes to the programs and services that they rely on and how the changes may affect them. It will also provide strategies for ways to mobilize your residents and harness their power for effective grassroots advocacy efforts.

Attendees will: learn strategies for keeping residents informed of policies and legislation that affect them; gain an understanding of the importance of having residents advocate for the policies, programs and legislation that impact their lives and learn techniques for promoting the need for resident advocacy with residents at your property/properties.

**HUD Service Coordinator Training Requirements Area(s) – Optional: Motivation and Advocacy**

Donna Griggs Murphy, Resident Services Coordinator, Allen Temple Arms Apartments ABHOW/Beacon Communities

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**M08 Bridges Out of Poverty: The Framework to Break the Cycle**

This session will focus on the works of Dr. Ruby Payne regarding ways to help clients build "Bridges Out of Poverty." The content will center on the true definition of poverty, how to identify the person's resources, the hidden rules of class, the role of language and story, patterns of generational poverty, and how to develop a future story and the personal skills needed for working with people in poverty. The content will help you plan for ways you can help your residents out of the tyranny of the moment and secure their future story.

Participants will: (1) be able to define the true definition of poverty; (2) identify the resources that are available to individuals in poverty- this does NOT always mean agency resources or money; (3) become familiar with the Hidden Rules of Class and how to effectively communicate & relate to your clients to help them become self-sufficient; (4) learn how to develop the clients resources and future story to help them out of the tyranny of the moment.

**HUD Service Coordinator Training Requirements Area(s) – Optional: Counseling**

Danielle Sager, Peoria Housing Authority
Nicole Livsey, Peoria Housing Authority

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**M09 When No Means Yes: Establishing Healthy Boundaries to Promote a Happier Life**

Maintaining healthy boundaries isn’t as simple as not entering into a romantic relationship with a resident. In fact, boundaries influence all of our interpersonal interactions and can improve or impede our job satisfaction and personal happiness. As helping professionals, healthy boundaries are often compromised in the name of helping someone. Unfortunately, this can result in more harm than good. In this workshop, participants will go on an existential journey and exploration of boundaries. Participants will leave with a plan, including manageable techniques that can be implemented immediately.

Participants will: (1) identify why boundaries are important every day; (2) explore practical ways to maintain and model healthy physical, emotional, and psychological boundaries; (3) create a personal plan to improve boundaries in their personal and professional lives.

**HUD Service Coordinator Training Requirements Area(s) – Optional: Ethics/Confidentiality**

Rebecca Rogers, NHE, Inc.


**M10 Understanding the Keys to Memory Fitness: Normal Aging and Beyond**

Keeping your brain sharp starts with the basics, which include attitude, paying attention, lifestyle choices and staying engaged. Adapting strategies for communication and recall, whether the person has changes in memory with normal aging or beyond, matters. This holistic overview will provide some of the essentials for a memory fitness educational program.

Participants will: (1) identify the various aspects of a person’s life that impact brain health; (2) explore demonstrated strategies for communication and recall; and (3) understand the basic components of a memory fitness educational program.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Strategies for Dealing with Cognitive Impairments

Kathryn Kilpatrick, MA CCC/SLP, Communication Connection and Memory Fitness Matters

**2:00 PM - 3:30 PM**

**M11 You’re an Inspiration: Identifying and Cultivating Leadership Qualities for Work, Life and Community**

In a culture where conflict rules the airwaves, it can be easy to forget that there are still leaders and positive role models who can support us in our commitment to do the right thing. This workshop will: provide inspiration and illumination from a variety of positive role models and leaders; help us identify the practices and characteristics of admirable leaders; assist participants in developing their own personal life vision; and reawaken and rekindle the leadership flame towards a more balance, productive, and harmonious life.

Participants will: (1) identify key characteristics and best practices of successful leaders; (2) develop a personalized life vision; (3) learn how to get and stay inspired to have more balance and be more productive.

HUD Service Coordinator Training Requirements Area(s) – Optional: Networking

Paul Spencer, KMG Prestige
Kelly Green, KMG Prestige

**M12 Financial Literacy for Divorced and Separated Women**

This workshop will discuss the gendered economic consequences of a divorce or separation and the need for financial literacy for divorced/separated women, given the many implications for women and their families. Learn how to assess divorced/separated women for appropriate services and one option of financial literacy curriculum for promoting financial skills.

Participants will: (1) explore the gendered economic consequences of separation/divorce; (2) learn how to assess separated/divorced women for appropriate services; (3) learn about one option of a financial literacy curriculum that can be used to assist clients.

HUD Service Coordinator Training Requirements Area(s) – Core: Community Relations; Optional: Support Networks

Corinne Warrener, PhD, Assistant Professor, Clark Atlanta University
M13 Intergenerational Programming: Getting Started
This presentation will define various types of intergenerational programs and provide examples of best practices for program development and activities. It will share resources for getting started, including training, financial and materials resources and engaging successfully with strategic partners. The session will also provide an opportunity for attendees to brainstorm the types of intergenerational programs that might be appropriate for the settings in which they work, including how they might adapt a process similar to that of World Café. The presenter co-authored this presentation with Shannon Jarrott, PhD, College of Social Work Holly and Dabelko-Schoeny, MSW, PhD College of Social Work The Ohio State University.

Participants will: (1) be able to define the different types of intergenerational programs; (2) be exposed to program development best practices and activities; (3) discuss start-up resources and strategic partner engagement; (4) brainstorm ideas for program implementation in their resident environments.

HUD Service Coordinator Training Requirements Area(s) – Optional: Networking; Optional: Creative Strategies in Service Provision

Cynthia Dougherty, MSW, PhD, The Ohio State University

M14 Fire Safety at Work and Home
In this session, attendees will learn the requirements of fire safety and prevention, how to react to fire emergencies at home or in the workplace, and fire extinguisher use. The instructor for this workshop is Arthur Raynor, a full-time firefighter and EMT for 31 years and a Fire Safety Education Specialist for the Atlanta Fire Rescue Department.

Attendees will get a clear understanding of the needs and requirements to make a sound judgement in their fire safety prevention actions and their reactions to fire emergencies: (1) Changing the mindset that fires happen to 'other' people. (2) Gain experience in choosing, locating and using a fire extinguisher. (3) Reacting to a fire emergency in the home or in the workplace.

HUD Service Coordinator Training Requirements Area(s) – Core: Current Issues; Optional: Crime & Self Protection

Arthur Raynor, Atlanta Fire Rescue Department

M15 Quality Assurance Roundtable of Issues in QA and Best Practices
Quality Assurance (QA) is an essential component of an effective and competent service coordination program. This session will provide attendees with a brief overview of what the QA component does, and panelists will present challenging issues they’ve faced as QA professionals. The session will provide extensive Q&A on issues and challenges in providing Quality Assurance in a service coordination program. Attendee participation is strongly encouraged.

Participants will: (1) learn the importance of an effective Quality Assurance component in service coordination; (2) learn strategies for addressing challenging issues or situations in providing QA oversight; and (3) learn strategies for effectively assisting service coordinators and providing guidance and QA oversight.

HUD Service Coordinator Training Requirements Area(s) – Core: The Professional Service Coordinator; Optional: Role of the Service Coordinator

Jennifer Truppa, Franciscan Ministries
Kay Quatroche, MBA, CGW, AHEPA Management Company
Tonya Balducci, LBSW, SPM


**M16 Public & Private Health Partnership-The Avondale Resource and Housing Center**

The Avondale resource and housing center is a multifaceted hub for human services, made possible by the innovative public and private partnership between Care1st Health Plan Arizona and the City of Avondale. In operation since April 2009, the city provided the building facility (formerly an old public library), while Care1st provided funding for renovations and operations for the center. Avondale is responsible for recruiting participating non-profit agencies, coordinating their services and evaluating the outcomes. The non-profits are providing space in the center at no cost in exchange for providing the much needed services in the Southwest Valley. Come learn about this award winning partnership to serve low income residents.

Participants will: (1) review the aspects of a partnership between a housing center and health plan; (2) gain exposure to partnership development best practices and the positive impact of such practices; and (3) discuss the process for/steps to developing winning partnerships that service residents.

**HUD Service Coordinator Training Requirements Area(s) – Optional: Creative Strategies in Service Provision**

Anna Maria Maldonado, Care1st Health Plan of AZ

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**M17 Service Coordinator Jeopardy**

Teamwork is first and foremost in providing residents with the extraordinary experience and that is the hallmark of a successful community. This presentation is beneficial to anyone in housing, including property managers, board members, service providers and service coordinators.

Participants will: (1) learn important concepts of working together as a team; (2) gain an greater understanding of the roles and responsibilities of a service coordinator and; (3) enhance networking skills with colleagues — all in a jeopardy game format.

**HUD Service Coordinator Training Requirements Area(s) – Core: The Professional Service Coordinator; Optional: Role of the Service Coordinator**

Dianamaria Baciarelli, Beacon Communities
Mia Almonte, Beacon Communities
Linda Coleman, Beacon Communities

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**M18 Person-Directed Care: Using The Eden Alternatives Principles in Service Coordination**

The workshop presents the principles of the Eden Alternative and person-centered approaches to serving elders. This session will be a combination of presentation and active participation and learning, including opportunities to discuss its practical application in our work.

Participants will: (1) learn the three Plagues of Aging — loneliness, boredom and helplessness; (2) learn ways to fight these plagues and (3) learn methods to create an environment where elders can flourish and grow.

**HUD Service Coordinator Training Requirements Area(s) – Optional: Creative Strategies in Service Provision**

Janel Green, CASP, Lutheran Towers
Kevin Elrod, Lutheran Towers
Laquaya Garrett, MSW, Silver Tree Residential

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**M19 Keeping Your Brain Sharp: Strategies, Activities and Program Ideas**

Creating a diversity of activities provides your residents with many opportunities to challenge their brain while learning more about enhancing brain health. This session provides ideas that can be used, suggestions for modification for various levels of functioning and resources to explore for expanding your current programs.

Participants will: (1) discuss different brain health activity options for residents; (2) identify activity modifications that improve quality of life for those suffering from cognitive impairments; and (3) review the resources that can potentially expand current brain health programs.

**HUD Service Coordinator Training Requirements Area(s) – Statutory: Strategies for Dealing with Cognitive Impairments**

Kathryn Kilpatrick, MA CCC/SLP, Communication Connection and Memory Fitness Matters
M20: Overview of the Health/Wellness and Aging Landscape
The complexities and challenges of healthy aging require equally complex solutions — especially when dealing with older adults in poverty. As they age, an increasing proportion of these older adults experience multiple chronic illnesses. In many cases, deteriorating physical and cognitive functioning impede the ability of these seniors to live independently in the community. With the rapid aging of the population over the next 20 years, these challenges are only expected to grow in the future.

This discussion will provide attendees with an overview of the current health and wellness outlook of aging with a particular focus on low-income older adults and the intersection of affordable housing with improving the health/wellness outcomes of this population.

HUD Service Coordinator Training Requirements Area(s) – Statutory: The Aging Process

William F. Benson, Principal, Health Benefits ABCs

4:00 PM - 5:30 PM

M21 Mental Health and Our Communities
Around 44 million adults in the United States experience a mental health condition every year. About 10 million experience a serious mental illness in a given year, which greatly interferes with life activities and personal productivity. Individuals, families, friends and communities are greatly affected. Job loss, incarceration and homelessness are just some of the outcomes of mental illness. Engagement and support are essential to improving chances of recovery and the related outcomes.

The learning objectives of this session are to: obtain a greater understanding of how mental health disorders affect our communities; identify key warning signs and symptoms of mental illness; and collectively use a common approach that will bring awareness and improved surroundings.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Mental Health Issues

Beth Southorn, LifeSTEPS

M22 Domestic Violence 101
In this Domestic Violence 101 workshop, participants will learn the definition and types of domestic violence, what victims experience when trying to leave and abusive relationship, and partnerships necessary to assist a victim. Primary prevention strategies, alternative conflict resolution skills and safety planning will be discussed. We will also discuss campaigns to increase awareness of the harms of domestic violence. This presentation is for anyone who works in the community in a social service setting. It will enable you to not only gain a better understanding of what a victim goes through but will also provide insight on how to assist a victim.

Participants will learn: (1) how to identify the different types of domestic violence; (2) safety planning strategies for victims, their family and the community; (3) prevention and education strategies to combat domestic violence.

HUD Service Coordinator Training Requirements Area(s) – Optional: Crime & Self Protection

Jo Anne Estrada, Prospera Housing Community Services, Inc.
**M23 Enhanced Service Coordination**

Populations in affordable housing often exist with little or no family support structures. Many of those who do have family support structures lack the necessary resources to care for elderly. At age 80, 50 percent of all people will experience some signs of Alzheimer’s disease or dementia. That means that half of residents will be in apartments with Alzheimer's or Dementia with no family support. Who’s going to care for them? Innovative housing providers across the country working with community agencies have developed many prototypes of affordable housing with service strategies to assist residents as they age. Enhanced Service Coordination is part of the idea that housing can act as the platform for the delivery of services, including health care. It provides a method for person-centered holistic approaches to addressing the needs of vulnerable low and modest-income older adults (Lewin 2011). Enhanced Service Coordination also creates a system to allow individuals to age in place.

Participants will: (1) gain an understanding of how enhanced service coordination and innovation assists residents as they age; (2) explore examples of these successful affordable housing prototypes; and (3) discuss holistic approaches to addressing the needs of low income older adults, so they can age in place.

HUD Service Coordinator Training Requirements Area(s) – Core: The Professional Service Coordinator; Optional: The Role of the Service Coordinator

Ron Budynas, Wesley Housing Corporation

**M24 Developing a Plan for Smoke-Free Housing**

Public Housing Authorities are strongly encouraged to implement smoke-free policies in some or all public housing units. This session will cover how to develop a plan to establish smoke-free housing at your facility and how the service coordinator and property management staff can coordinate efforts to accomplish this goal.

Participants will: (1) be able to identify the benefits of implementing a smoke-free policy in your community; (2) learn how to communicate a smoke-free policy to residents and how to generate community engagement in the initiative to move to a smoke-free environment; and (3) learn how to effectively implement, maintain and enforce a smoke-free policy and environment.

HUD Service Coordinator Training Requirements Area(s) – Optional: Creative Strategies in Service Provision

Donna Dixon, Houston Housing Authority

**M25 Service Coordinator Jeopardy**

Teamwork is first and foremost in providing residents with the extraordinary experience and that is the hallmark of a successful community. This presentation is beneficial to anyone in housing, including property managers, board members, service providers and service coordinators.

Participants will: (1) learn important concepts of working together as a team; (2) gain an greater understanding of the roles and responsibilities of a service coordinator and; (3) enhance networking skills with colleagues — all in a jeopardy game format.

HUD Service Coordinator Training Requirements Area(s) – Core: The Professional Service Coordinator; Optional: Role of the Service Coordinator

Dianamaria Baciarelli, Beacon Communities
Mia Almonte, Beacon Communities
Linda Coleman, Beacon Communities
**M26 Combatting Money Transfer Scams**

Western Union takes consumer protection seriously and has a comprehensive program that deters fraudsters and helps protect consumers from fraud. Attend this presentation to learn more about Western Union's fraud program and how they can assist you in helping potential victims of fraud. The session will include information on how a money transfer works; the four components of fraud risk management; fraud awareness and education; and fraud controls and monitoring.

Participants will: (1) gain an understanding of how a money transfer works; (2) learn about various types of scams and prevention tips to avoid the scams that involve money transfers; (3) learn about the programs Western Union has and resources available to assist you in helping potential victims of fraud.

HUD Service Coordinator Training Requirements Area(s) – Optional: Crime & Self Protection

John Skoglund III, Western Union

**M27 Person-Directed Care: Using The Eden Alternatives Principles in Service Coordination**

The workshop presents the principles of the Eden Alternative and person-centered approaches to serving elders. This session will be a combination of presentation and active participation and learning, including opportunities to discuss its practical application in our work.

Participants will: (1) learn the three Plagues of Aging — loneliness, boredom and helplessness; (2) learn ways to fight these plagues and (3) learn methods to create an environment where elders can flourish and grow.

HUD Service Coordinator Training Requirements Area(s) – Optional: Creative Strategies in Service Provision

Janel Green, Lutheran Towers
Kevin Elrod, Lutheran Towers
Laquaya Garrett, Silver Tree Residential

**M28 Emergency Preparedness, Response and Recovery**

Most of us are fortunate in that we do not experience a disaster. But if an emergency does occur, are you prepared for assisting residents who are directly affected? Or those who may not be directly affected but are in the building after a traumatic event? What steps or actions should you take to bring assistance and normalcy to residents while maintaining and repairing the building? Join this workshop to learn how to be prepared for an emergency and how to respond and work through recovery if a disaster occurs.

Participants will: (1) learn methods to prepare for an unforeseen emergency; (2) be exposed to response and recovery strategies and (3) enhance their ability to support residents during a crisis and bring normalcy back to the residence.

HUD Service Coordinator Training Requirements Area(s) – Optional: Crime & Self Protection

Jennifer Truppa, Franciscan Ministries, Inc.

**M29 Bridges Out of Poverty: The Framework to Break the Cycle**

This session will focus on the works of Dr. Ruby Payne regarding ways to help clients build "Bridges Out of Poverty." The content will center on the true definition of poverty, how to identify the person's resources, the hidden rules of class, the role of language and story, patterns of generational poverty, and how to develop a future story and the personal skills needed for working with people in poverty. The content will help you plan for ways you can help your residents out of the tyranny of the moment and secure their future story.

Participants will: (1) be able to define the true definition of poverty; (2) identify the resources that are available to individuals in poverty- this does NOT always mean agency resources or money; (3) become familiar with the Hidden Rules of Class and how to effectively communicate & relate to your clients to help them become self-sufficient; (4) learn how to develop the clients resources and future story to help them out of the tyranny of the moment.

HUD Service Coordinator Training Requirements Area(s) – Optional: Counseling

Danielle Sager, Peoria Housing Authority
Nicole Livsey, Peoria Housing Authority
**M30 Live from DC: Federal Aging and Health Care Policy Update**

Aging and health care policy is changing rapidly in Washington, DC, with major ramifications for agencies and organizations across the country. This session will give attendees a 30,000-foot view on breaking policy and regulatory issues that impact National Aging and Disability Network stakeholders and provide an overview of the current status of and shifting trends within the National Aging and Disability Networks, with a focus on aging issues.

(1) Participants will gain an in-depth understanding of the demographic drivers behind the increasing needs of older adults, people with disabilities and their caregivers. (2) Participants will gain an understanding of the overarching national and federal regulatory and legislative issues influencing service availability and access on a state and local level. (3) Participants will gain a better understanding of the trends, changes and ongoing evolution of the National Aging Network.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Federal Programs & Requirements

Autumn Campbell, n4a

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**Tuesday, August 23**

**8:15 AM - 10:00 AM**

**General session – Stuck in the Middle: Caring for Mom and Dad**

There are upwards of 75 million adult children caring for their elderly parents. This “Sandwich Generation” needs information and solutions to survive their new job and role reversal. They have the overwhelming juggling act of holding down jobs and running their households while caring for their children, grandchildren and aging parents. This presentation provides a lifeline of essential information and emotional support.

Participants will: (1) learn the five stages of caregiving; (2) enhance their understanding of the impact on the family; and (3) explore the emotional support needed for the caregiver.

Barbara McVicker, Elder Care Expert, Speaker and Author

**10:30 AM - 12:00 PM**

**T01 Supporting Strategies for the Caregiver**

Implementing a caregiving plan of action is imperative to avoid family conflicts and provide for quality health care. Caregivers are running on empty as they realize the high cost of waiting to get a caregiving plan in place. Most people are proactive when a new baby is expected, but not many expect or plan to take care of the elderly. This workshop provides the solutions and a plan of action needed during caregiving so service coordinators can serve their residents’ families as well as understand the role they play as a resident caregiver. The presentation will cover caregiver challenges, caregiver cures, financial impact and crucial conversations.

Participants will: (1) learn about the challenges faced by caregivers, including the financial impact; (2) discuss the cures to these caregiver challenges; and (3) learn the value of having crucial conversations to avoid family conflicts.

HUD Service Coordinator Training Requirements Area(s) – Optional: Support Networks for Residents

Barbara McVicker, Elder Care Expert, Speaker and Author
**T02 Celebrating Hoarding**

Hoarding is a condition that warrants serious attention. Its complexity doesn’t allow for one approach, but rather a well thought out team solution. Interdisciplinary efforts take into consideration the entire person and avoid the mistake of focusing on simply the results of the act of hoarding. Hoarding typically stems from unaddressed traumatic experiences that shouldn’t be punished, but instead assisted so that people can begin living life again. This workshop presents a positive approach that not only addresses the issue, but also celebrates the opportunity to help residents live a fuller life. As a result, residents are able to accept their behavior, resolve their issue(s) and move beyond the clutter of their living quarters.

Participants will: (1) acquire knowledge of strategies for addressing hoarding issues; (2) increase their awareness of the fiscal, health and moral impact of hoarding when it goes unaddressed or addressed without science and compassion; (3) gain an understanding of how to develop behavioral health clinics within the housing community to address hoarding and hoarding related behavior; (4) learn how to save the residency of a hoarder and why this benefits the entire community will be shared.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Mental Health Issues

Greg Ford, Senior Resident Service Coordinator, Beacon Communities, LLC
Mason Haymes, M.S., OTR/L, Occupational Therapist Acute Care, Virginia Commonwealth University Health

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**T03 Tools to Improve Mentoring Experiences**

With a growing number of social work faculty retiring, an increase in student enrollment, and the projected need for more social workers — and therefore more social work educators — there is mounting concern for the future of academia and how to develop more doctoral students with better doctoral experiences. This session will be divided into three parts, first sharing recent information on mentoring and its affects in educational settings. Second, a discussion of the findings of research study on mentoring. Lastly, a presentation of new tools and scales that can improve and inform both mentor and mentee about best possible working relationships.

Participants will learn about: (1) the benefits of mentoring programs; (2) assessment tools for mentoring relationships; (3) what mentees are looking for in mentoring relationships.

HUD Service Coordinator Training Requirements Area(s) – Optional: Peer Networks

Dr. Kenya Jones, Clark Atlanta University

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**T04 How to Grow Old without Going Broke: Retirement Risks & Strategies for Increasing Financial Security**

Living much longer than their parents' generation, today’s seniors are spending more time in retirement than in the years planning for it. This longevity, however, puts many seniors at risk of running out of money. This is especially true for women. This workshop will look at the retirement risks women face and provide practical information, tips and resources for managing these risks and developing a financial plan. This session will also discuss an increasing risk of retirement: elder financial abuse. Resources for providing support and assistance to victims will be included, as well as steps attendees can take to prevent themselves and others in their community from becoming victims. Discussions about financial and retirement planning can be woven into many programs and services provided to older adults and their families, including those with lower incomes.

Participants will: (1) have a basic understanding of the key financial information that older adults and their families need to develop a strategic financial plan, including information and resources for lower income seniors; (2) learn about the tools and resources available, including those from WISER and the National Resource Center on Women and Retirement Planning to assist in educating staff and clients in their agency; (3) be able to identify common types of elder financial abuse, the variety of perpetrators, characteristics that put individuals at risk for becoming victims, and resources that provide assistance to financial fraud and abuse victims.

HUD Service Coordinator Training Requirements Area(s) – Optional: Support Networks for Residents

Lara Hinz, WISER, the Women’s Institute for a Secure Retirement
Vickie Elisa, Dekalb County Board of Health
**T05 The Games People Play: Working with Individuals with Personality Disorders**
Personality disorders present complex challenges for professionals who work with this adult population. Despite the high prevalence of personality disorders, individuals may go undiagnosed or resist treatment. As a result, social service professionals continue to struggle in working with this unique population. This training will provide a general overview of personality disorders, and participants will gain a better understanding of evidenced-based practices for working with these individuals. Additionally, this training will also explore the impact these disorders may have on an individual’s family.

Participants will gain: (1) an increased knowledge of the varying types of personality disorders; (2) an understanding of the general epidemiology of personality disorders; (3) specific strategies for working with individuals with personality disorders.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Mental Health Issues

Brian L. Bethel, PCC-S, LCDC III, RPT-S

**T06 Public Housing Supportive Services Update**
Secretary Castro has dubbed HUD the “Agency of Opportunity.” This session will provide information on the latest opportunities, initiatives, best practices and resources for serving our residents beyond a roof and walls. All FSS, ROSS and Jobs Plus grant managers, as well as Resident Services Directors and staff, should plan to attend.

Participants will: (1) learn of recent housing initiatives for residents of public housing; (2) learn new and existing resources for providing services and assistance to residents in public housing communities; and (3) gain an understanding of the interconnectedness of housing with skills- and asset-building initiatives offered by HUD.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Federal Programs & Requirements

Anice Schervish Chenaul, HUD

**T07 Domestic Violence 101**
In this Domestic Violence 101 workshop, participants will learn the definition and types of domestic violence, what victims experience when trying to leave and abusive relationship, and partnerships necessary to assist a victim. Primary prevention strategies, alternative conflict resolution skills and safety planning will be discussed. We will also discuss campaigns to increase awareness of the harms of domestic violence. This presentation is for anyone who works in the community in a social service setting. It will enable you to not only gain a better understanding of what a victim goes through but will also provide insight on how to assist a victim.

Participants will learn: (1) how to identify the different types of domestic violence; (2) safety planning strategies for victims, their family and the community; (3) prevention and education strategies to combat domestic violence.

HUD Service Coordinator Training Requirements Area(s) – Optional: Crime & Self Protection

Jo Anne Estrada, Prospera Housing Community Services, Inc.
**T08 AASConline: Systems Features Overview**
This workshop will provide an overview of the AASConline service coordination documentation and online file management system. Attendees will discover the practical, efficient uses for maintaining resident files, producing reports for internal use as well as for HUD reporting, interpreting data in the system, tracking program outcomes and promoting program benefits using the AASConline software. We will also focus on strategies for using the system to develop goals and outcome measures for improving resident health and wellness.

Participants will: (1) gain an understanding of the reports within the AASConline documentation system; (2) learn practical applications of the reports of the system and how to interpret the data; and (3) learn strategies for using the system to develop goals and outcome measures for improving resident health and wellness.

Kristin Kuipers is Executive Director and CFO of Pangea Foundation, a 501(c)(3) nonprofit and a trusted partner to nonprofits since 1996. As the leader in Nonprofit Visual Intelligence®, Pangea Foundation brings the scalable, enterprise-class software driving the innovation of the world’s mega-corporations to over 2,000 nonprofit organizations of all sizes.

**HUD Service Coordinator Training Requirements Area(s) – Optional: Recordkeeping and Reporting**
Kristin Kuipers, Pangea Foundation

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**T09 Using the Fair Housing Act to Address Resident Needs within Subsidized Housing**
Fair housing laws protect residents from discrimination in housing. Attendees to this workshop will learn to recognize possible signs of illegal housing discrimination. Participants will become familiar with the protections provided by the federal Fair Housing Act and Section 504 of the Rehabilitation Act of 1973 and how they can be tools to service coordinators in addressing resident needs. Particular emphasis will be placed upon ways to utilize the law to help protect residents’ housing rights and better accommodate the housing needs of residents with disabilities. In addition to learning the basics of the Fair Housing Act and Section 504 of the Rehabilitation Act of 1973, participants will be able to recognize possible fair housing complaints by residents and identify resources to assist with complaints. Attendees will also be able to understand management’s obligations to make reasonable accommodation and modifications for residents with disabilities and assist residents with preparing and submitting a request for accommodation.

Participants will: (1) learn the basics of the Fair Housing Act and Section 504 of the Rehabilitation Act of 1973; (2) be able to recognize possible fair housing complaints by residents and identify resources to assist with complaints; (3) gain an understanding of management’s obligations to make reasonable accommodations and modifications for residents with disabilities; and (4) learn how to assist residents with preparing and submitting a request for accommodation.

**HUD Service Coordinator Training Requirements Area(s) – Statutory: Federal Programs & Requirements**
Kris Keniray, Housing Research & Advocacy Center

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**T10 Ethics and Ethical Behavior**
Ethical issues are often complicated and unclear. There are many shades of gray when it comes to ethical dilemmas. Minimizing the gray reduces stress and potential burnout. This workshop will cover the definition and origin of ethics, the difference between ethics and morals and how we personally derive both, the intersections of ethics and leadership, and the application of ethics within leadership. The workshop will also explore how we apply ethics in our personal lives and our jobs as service coordinators and when real-life situations create a conflict between ethical and moral decisions.

Participants will learn: (1) the origin and definition of ethics; (2) how and when ethics and leadership intersect; and (3) ethical best practices and real-life applications.

**HUD Service Coordinator Training Requirements Area(s) – Optional: Ethics/Confidentiality**
Ron Budynas, Wesley Housing Corporation

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1:30 PM - 3:00 PM

**T11 Developing Strategic Alliances and Community Partnerships**
This course will share best practices for developing strategic alliances and governmental partnerships that will add resources and programs to your community through in-kind donations. Increase your individual worth to a company or organization by bringing in programs that add monetary value at no cost to the owner or management company. These resources also assist in resident retention and helping seniors to age in place.

Participants will learn: (1) best practices on developing strategic alliances; (2) how to show the value and benefits of collaboration; and (3) how to set goals and begin the development of a strategic plan that will increase both resources and community activities.

HUD Service Coordinator Training Requirements Area(s) – Optional: Networking

Belinda Farrington, Resident Service Coordinator, Integral Property Management
Rick Jones, Resident Service Coordinator, Integral Property Management

**T12 Career Planning & College Prep: Keys to Community Engagement and Resident Success**
In some states, college graduation rates are as low as 36 percent. Students are too often lacking the support system, financial resources and college readiness to complete their degree. And in general, graduating from college isn't enough; 87 percent of college graduates leave school without a job in hand because they lack the business approach to education. Participants in this workshop will gain valuable knowledge on preparing school-age residents and parents for higher education and careers that best align with their skill set, experience, interest and knowledge. It will explore the interests of school-age residents and the question of why many minority students are pursuing careers in entertainment (sports, music, theatre) versus STEM (science, technology, engineering, mathematics). In fact, 66 percent of minorities believe that athletics is their only path to life success. This presentation offers alternatives to success and prepares athletes for success outside of their playing field.

Participants will learn: (1) to help parents/guardians understand the college preparation and planning process including resources, how to pay for college, and ways to eliminate barriers; (2) the business component of education in order to place residents in a greater position for life success; (3) what influences decisions to attend college; (4) how education is a key variable to keep the family intact and avoid foster care or group home placement; (5) strategies for preparing parents on reentering the job market.

HUD Service Coordinator Training Requirements Area(s) – Optional: Creative Strategies in Service Provision

Greg Ford, Senior Resident Service Coordinator, Beacon Communities, LLC
Dr. Patricia Smith, Holmes Smith Educational Consulting Services

**T13 "Me Time": Investing in Self Care to Stay Centered during Stressful Times**
Caring for and about others is rewarding and fulfilling. But providing the best care for others begins and ends with self-care. Burnout and compassion fatigue can interrupt quality service and result in unfavorable outcomes for yourself and others. This workshop is all about you. It will offer tips for self-assessment and strategies for me time.

Participants will be able to: (1) understand the impact of stress on self-care; (2) identify signs of compassion, fatigue and burnout; and (3) engage in practices to address self-care.

HUD Service Coordinator Training Requirements Area(s) – Optional: Peer Networks

Sandra Crewe, PhD, ACSW, Howard University Multidisciplinary Social Gerontology Center
**T14 Service Coordinator in Elderly Multifamily Housing Program: Getting in the “Know”**

In this workshop, join representatives from the Department of Housing and Urban Development’s Headquarters and Multifamily Region Offices to get in the “Know” on program policies, practices and recent changes that governs the continuity and sustainment of the Service Coordinator in Multifamily Housing Program. This workshop is intended to strengthen the Service Coordinator’s role in supporting HUD’s elderly residents to successful age in place; as well as to equip property managers with the tools and information necessary to sustain a program that is fully aligned with the statutory intentions and programmatic requirements. Many Grant Specialists from Region and Satellite Offices will be present, so don’t miss a lively and fun discussion that is sure to reenergize you.

Participants will: (1) stay in the “know”- get up to date information on programmatic and policy changes (2) support aging in place – defining enhanced service coordination; (3) ensure the integrity of the service coordinator program- review of statutory and program requirements; (4) build a grants management culture centered around accountability and disciplined accounting practices; (5) analyze the program impact- defining performance reporting expectations and long-term goals; (6) revisit multifamily transformation and what it means for you; (7) discuss other funding streams to support your program in this fiscal climate; (8) identify best practices in services coordinator delivery; and (9) put 2 CFR 200 on the radar and exploring what it will mean as we shift to a performance driven structure.

_HUD Service Coordinator Training Requirements Area(s) – Statutory: Federal Programs & Requirements_

Alicia Anderson, Branch Chief, Grants and New Funding Office, HUD  
Donna Dudgeon, M.S., Grants Specialist, Multifamily Southeast Regional Center, HUD  
Dianne Montoya, Senior Account Executive, Denver Satellite Office, HUD  
Lisa Phillips, Grant Specialist, Detroit Satellite Office, HUD  
Lois Wright, Senior Account Executive, Detroit Satellite Office, HUD

**T15 Mental Health Crisis Planning: Addressing Challenging Behaviors Associated with Untreated Mental Health Conditions**

It is estimated that 20 percent of people age 55 years or older experience some type of mental health concern, yet older adults account for only 7 percent of all inpatient psychiatric services, 6 percent of community mental health services, and 9 percent of private psychiatric care. This session will provide strategies participants can use in their work environment to assist residents who experience mental decompensation. Resident service coordinators will be able to develop a mental health crisis plan with residents at high risk for decompensation and relapse. The presentation will also address the low utilization of mental health services, which reflects problems of access including service shortages, problems of affordability, lack of services in the home and community settings, restricted access to medications, and lack of cultural competence, as well as stigma, ageism, and ignorance about mental illness and the effectiveness of treatment.

Participants will: (1) have an enhanced awareness of behaviors associated with mental health decompensation; (2) identify strategies for responding to a mental health crisis; (3) gain effective tools to use with residents living with MH conditions; (4) describe how urinary tract infections (UTIs) mimic mental health disorders; (5) explore the barriers to meeting the MH needs of older-adults; (6) discuss housing and policy recommendations.

_HUD Service Coordinator Training Requirements Area(s) – Statutory: Mental Health Issues_

Ruben Rivera-Jackman, MNPL, King County Housing Authority

**T16 Domestic Violence 101**

In this Domestic Violence 101 workshop, participants will learn the definition and types of of domestic violence, what victims experience when trying to leave and abusive relationship, and partnerships necessary to assist a victim. Primary prevention strategies, alternative conflict resolution skills and safety planning will be discussed. We will also discuss campaigns to increase awareness of the harms of domestic violence. This presentation is for anyone who works in the community in a social service setting. It will enable you to not only gain a better understanding of what a victim goes through but will also provide insight on how to assist a victim.

Participants will learn: (1) how to identify the different types of domestic violence; (2) safety planning strategies for victims, their family and the community; (3) prevention and education strategies to combat domestic violence.

_HUD Service Coordinator Training Requirements Area(s) – Optional: Crime & Self Protection_

Jo Anne Estrada, Prospera Housing Community Services, Inc.
**T17 AASConline Users’ Networking Roundtable and Q&A**

This workshop is designed for current users of the AASConline system. Attendees will be able to ask and get answers to questions about using the system, whether you’re a first-time user or have been using this robust documentation and tracking system for a while. Learn strategies for improving usage of the AASConline documentation system, skills for using the systems functionality to the fullest, and best practices for using the system’s reports and data.

Participants will: (1) learn strategies for improving usage of the AASConline documentation system; (2) learn skills for using the systems functionality to the fullest; and (3) learn best practices for using the system’s reports and data.

HUD Service Coordinator Training Requirements Area(s) – Optional: Recordkeeping and Reporting

Kristin Kuipers, Pangea Foundation

**T18 Using the Fair Housing Act to Address Resident Needs within Subsidized Housing**

Fair housing laws protect residents from discrimination in housing. Attendees to this workshop will learn to recognize possible signs of illegal housing discrimination. Participants will become familiar with the protections provided by the federal Fair Housing Act and Section 504 of the Rehabilitation Act of 1973 and how they can be tools to service coordinators in addressing resident needs. Particular emphasis will be placed upon ways to utilize the law to help protect residents’ housing rights and better accommodate the housing needs of residents with disabilities.

Participants will: (1) learn the basics of the Fair Housing Act and Section 504 of the Rehabilitation Act of 1973; (2) be able to recognize possible fair housing complaints by residents and identify resources to assist with complaints; (3) gain an understanding of management’s obligations to make reasonable accommodations and modifications for residents with disabilities and; (4) learn how to assist residents with preparing and submitting a request for accommodation.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Federal Programs & Requirements

Kris Keniray, Housing Research & Advocacy Center

**T19 Analyzing Poverty and Race to Understand and Elevate Our Work**

As a society, we often believe individuals and/or their communities are solely responsible for their conditions. What are the factors that lead to the conditions of racial disparities and poverty — conditions such as poor housing and poor educational and health outcomes? Through an analysis of institutional power, we will identify and unpack the systems external to the community that create the internal realities people experience daily. Stereotypes of poverty and race will be explored through dialogue and exercises. This workshop will help everyone who works directly with elderly and their families, people living with disabilities, administrators and all advanced social service professionals. If you have a desire to be more effective in your job and if you experience working with racially and economically diverse populations, this workshop will be valuable. The information will help participants think critically and systematically in their professions and enable them to see their clients through a much broader perspective. This can enable the provider to be more effective and sensitive while serving different populations and attending to and understanding their needs. It will help create a knowledge base and empathy cross racially to identify and reduce stereotypes we don't know we have.

Participants will gain an understanding of: (1) why people are poor and the role of systems and institutions in exacerbating racial and ethnic disparities; (2) surface assumptions about how your work is or is not affected by stereotypes and racism; (3) how to be more effective in creating an environment to work more effectively with co-workers, your clients, constituencies, organizations, communities, and families.

HUD Service Coordinator Training Requirements Area(s) – Core: The Professional Service Coordinator; Optional: The Role of the Service Coordinator

Lauren Holtzman, People’s Institute for Survival and Beyond
Berwick “Mahdi” Davenport, People’s Institute for Survival and Beyond
**T20 Against All Odds: An Overview of Gambling Addiction**

While most people do not think of gambling as a form of addiction, problem gambling has become a serious health issue affecting families and children. Gambling addiction not only robs children of financial resources for their basic needs, but it may also precipitate depression, domestic violence and various forms of anxiety. Research has also asserted that children of compulsive gamblers are often susceptible to physical abuse and neglect. Consequently, professionals who deal with child welfare may encounter individuals who struggle with compulsive gambling. This training will provide an overview of gambling addiction and highlight its consequences. A discussion of the various risk factors associated with gambling addiction will be provided. Moreover, evidence-based treatment strategies will be offered to assist participants in advocating for individuals who confront gambling addiction.

Participants will: (1) learn basic diagnostic criteria for gambling disorder from the DSM-5; (2) gain an increased knowledge regarding specific prevalence of gambling disorder; (3) learn strategies towards advocating for persons with gambling disorders.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Mental Health Issues

Brian L. Bethel, PCC-S, LCDC III, RPT-S

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**T21 Developing Strategic Alliances and Community Partnerships**

This course will share best practices for developing strategic alliances and governmental partnerships that will add resources and programs to your community through in-kind donations. Increase your individual worth to a company or organization by bringing in programs that add monetary value at no cost to the owner or management company. These resources also assist in resident retention and helping seniors to age in place.

Participants will learn: (1) best practices on developing strategic alliances; (2) how to show the value and benefits of collaboration; and (3) how to set goals and begin the development of a strategic plan that will increase both resources and community activities.

HUD Service Coordinator Training Requirements Area(s) – Optional: Networking

Belinda Farrington, Resident Service Coordinator, Integral Property Management
Rick Jones, Resident Service Coordinator, Integral Property Management

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**T22 Seniors Bullying Seniors**

When we hear the word “bully,” we immediately think of children and adolescents, but bullying has become a significant issue with the older adult population. One study even estimates that as many of 20% of older adults have experienced some form of bullying. This presentation will help to identify bullying in older adults, the psychosocial impact of exposure to peer bullying and the potential causes of this behavior. In addition, prevention techniques and strategies will be identified to assist those working with older adults and in older adult communities.

Participants will: (1) describe the characteristics of bullying behaviors among older adults and recognize potential bullying situations; (2) gain an increased awareness of the psychosocial impact of exposure to peer bullying; (3) identify potential interventions that can help minimize bullying behaviors among older adults.

HUD Service Coordinator Training Requirements Area(s) – Core: Current Issues

Ruben Rivera-Jackman, MNPL, King County Housing Authority
T23 Define The Moment: How This Wellness Program Redefined Living for Those Who Were Just Surviving
This presentation makes the case for why every senior and disabled affordable housing community should have an onsite wellness clinic. The benefits a wellness clinic are spelled out clearly in cost savings, enhanced quality of life for residents and reduced overuse of state/local resources. Wellness clinics are viable assets to the lives of residents and the stability of the community as a whole. They exceed the traditional community model, as they address many complexities within the community while helping residents become champions of their lives. Residents are shown how to live well – not just survive. Learn how to establish a wellness clinic that meets your population’s unique needs and strengths as well as how to measure success. Plus, understand the importance of community engagement.

Participants will: (1) gain insight on how to begin the process of establishing a wellness clinic that is unique to their population needs and strengths; (2) increase their knowledge and understanding of why community engagement is key to having the resources and tools at your disposals for addressing resident needs; (3) learn how to measure success and why it is important to record your positive outcomes; (4) be exposed to programming at its best with high levels of resident engagement without the use of incentives; (5) identifying the needs of the community and winning residents hearts and minds for the purpose of self-empowerment.

HUD Service Coordinator Training Requirements Area(s) – Optional: Creative Strategies in Service Provision

Greg Ford, Senior Resident Service Coordinator, Beacon Communities, LLC

T24 Understanding your Senior Resident Population
How well do you know your senior resident population? Many service coordinators think they have a thorough understanding of the residents in their community. In reality, though, service coordinators often only know those residents who come and talk to them, and they may only gain partial knowledge of residents. This session will explore the value in conducting a comprehensive assessment of the overall resident population, including more proactive and responsive engagement with residents and helping to attract potential service partners and funders. An easy-to-use, adaptable tool and processes for conducting assessments will be shared.

Participants will: (1) understand why service coordinators should conduct comprehensive resident assessments; (2) learn about an adaptable assessment tool that provides a general understanding of residents’ health, functional status and potential service needs; and (3) learn about processes for conducting the resident assessment and analyzing assessment responses.

HUD Service Coordinator Training Requirements Area(s) – Statutory: The Aging Process

Alisha Sanders, M.P.Aff, LeadingAge

T25 AASConline Users’ Networking Roundtable and Q&A
This workshop is designed for current users of the AASConline system. Attendees will be able to ask and get answers to questions about using the system, whether you’re a first-time user or have been using this robust documentation and tracking system for a while. Learn strategies for improving usage of the AASConline documentation system, skills for using the systems functionality to the fullest, and best practices for using the system’s reports and data.

Participants will: (1) learn strategies for improving usage of the AASConline documentation system; (2) learn skills for using the systems functionality to the fullest; and (3) learn best practices for using the system’s reports and data.

HUD Service Coordinator Training Requirements Area(s) – Optional: Recordkeeping and Reporting

Kristin Kuipers, Pangea Foundation
T26 Analyzing Poverty and Race to Understand and Elevate Our Work
As a society, we often believe individuals and/or their communities are solely responsible for their conditions. What are the factors that lead to the conditions of racial disparities and poverty — conditions such as poor housing and poor educational and health outcomes? Through an analysis of institutional power, we will identify and unpack the systems external to the community that create the internal realities people experience daily. Stereotypes of poverty and race will be explored through dialogue and exercises. This workshop will help everyone who works directly with elderly and their families, people living with disabilities, administrators and all advanced social service professionals. If you have a desire to be more effective in your job and if you experience working with racially and economically diverse populations, this workshop will be valuable. The information will help participants think critically and systematically in their professions and enable them to see their clients through a much broader perspective. This can enable the provider to be more effective and sensitive while serving different populations and attending to and understanding their needs. It will help create a knowledge base and empathy cross racially to identify and reduce stereotypes we don't know we have.

Participants will gain an understanding of: (1) why people are poor and the role of systems and institutions in exacerbating racial and ethnic disparities; (2) surface assumptions about how your work is or is not affected by stereotypes and racism; (3) how to be more effective in creating an environment to work more effectively with co-workers, your clients, constituencies, organizations, communities, and families.

HUD Service Coordinator Training Requirements Area(s) – Core: The Professional Service Coordinator; Optional: The Role of the Service Coordinator

Lauren Holtzman, People’s Institute for Survival and Beyond
Berwick “Mahdi” Davenport, People’s Institute for Survival and Beyond

T27 Lift Up Your Voice! Opportunities to Empower and Engage Older Adults and People with Disabilities in Reshaping Our Health Care System
Most people find the American health care system difficult to navigate. For many older adults and people with disabilities, this can prove to be an overwhelming challenge. People are rushed through doctor appointments, their doctors don’t talk to each other so duplicate tests and procedures are ordered, they are confused about their medications, and they leave the hospital unclear about the follow-up instructions only to end up back in the hospital within weeks of their discharge. Instead of treating the whole person, people are treated like a list of medical diagnoses. This session will describe the efforts underway across the country to build a high-quality, coordinated health care system that meets residents’ needs, values and preferences. They will then describe how service coordinators and residents can play an invaluable role in shaping these efforts, whether at the individual, health care organization or policy levels.

Participants will gain: (1) an increased knowledge of the challenges in today’s health care system and the reforms aimed at improving the quality of care and controlling costs; (2) an understanding of the work of the Center for Consumer Engagement in Health Innovation, including the work with its partners in over a dozen states; (3) strategies specific to getting engaged – and getting residents engaged – in building a people-centered health system.

HUD Service Coordinator Training Requirements Area(s) – Optional: Creative Strategies in Service Provision

Renée Markus Hodin, Center for Consumer Engagement in Health Innovation
Rosa Palacios, Center for Consumer Engagement in Health Innovation

T28 Wasted: An Introduction to Substance Use Disorders
Social service professionals are continually challenged by the complexity of the disease of addiction and the paucity of educational opportunities to expand their competencies in this area. This training offers professionals a general overview of substance abuse and addiction. Participants will gain practical strategies towards identification of risk factors when working with individuals and families who confront substance abuse issues. Moreover, evidence-based treatment strategies will be highlighted to empower professionals in advocating for children and families. Specific strategies will be provided to assist professionals in engaging individuals who are challenged by substance use/abuse.

Participants will: (1) acquire an introductory overview of substance abuse and its prevalence in the American society; (2) gain an increased understanding of the disease of addiction; (3) learn practical strategies for assessing risk factors with substance abusing families.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Mental Health Issues

Brian L. Bethel, PCC-S, LCDC III, RPT-S
T29 Creating Positives Out of "Tough" Cases: Managing Personalities, Re-directing Energy and Helping Residents in Crisis

Do you need an ally for the tough cases? When resident interactions are difficult, mediation can help you communicate more easily and create solutions with residents. If a resident needs more help, confidential case management and educational classes may be necessary so that they can live independently. What makes some people difficult may be an undisputed character flaw or simply a quirk that rubs you the wrong way. Sit back and analyze what is tough about the situation. Is it that you have very different communication styles? Does the resident have a problem that seems un-fixable or outside of your realm? Is the resident simply annoying to you? Once you know what the heart of the matter is, you can start addressing it.

Participants will: (1) learn communication techniques and other methods for dealing with difficult residents; (2) discover how to determine when a situation needs escalated to a case manager to mediate or assist; and (3) explore how additional classes help with strategies to solve challenging resident exchanges.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Strategies for Communicating Effectively in Difficult Situations

Beth Southorn, LifeSTEPS

T30 A Place To Call Home: Housing for LGBT Older Adults

What are the protections in place for LGBT people accessing your housing? How can we as providers prevent our staff or other residents from inadvertently creating a hostile atmosphere? What are the rules and regulations that apply to senior independent, assisted and skilled communities? The HUD Equal Access Rule requires programs receiving HUD funds to not discriminate on the basis of sexual orientation and gender identity. This presentation will provide an overview of the rights and protections afforded to LGBT people and teach you how to identify and intervene in bullying, aggression, or discrimination against LGBT identified staff and residents. You will also learn about existing LGBT supportive services at a local, state and national level, as well as ways you can assess whether other service providers are LGBT friendly. Finally, we will work through case-study scenarios that will help staff identify how bias may enter into the housing process, respond to any conflict or bias between staff as well as residents, and create spaces welcoming to the LGBT community.

Participants will learn: (1) about the HUD Equal Access Rule and regulations that apply to senior housing and draft an LGBT inclusive Nondiscrimination Statement; (2) to identify and intervene in bullying, aggression, or discrimination against LGBT identified staff and residents; (3) how to identify ways to assess LGBT welcoming and friendly services.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Mixed Populations

Sadiya Abjani, Services and Advocacy for GLBT Elders (SAGE)

Wednesday, August 24

8:30 AM - 10:00 AM

General Session - Striking Back at Mediocrity

In this enthusiastic, humorous, inspiring and content-driven keynote presentation, you will discover how anyone, no matter who or where they are or what challenges they face, can progressively “Strike Back at Mediocrity” and move towards greater mastery of their professional and personal life. Learn how to achieve high performance in a high demand world, run towards what scares you, boldly get more goods things done and get better results for yourself and others too!

Participants will: (1) learn practiced methods to overcome mediocrity; (2) review steps to becoming a high performer at work and home; and (3) acquire clarity on how breaking through obstacles to professional and personal mastery equals better outcomes for them and those around them.

Fred Schafer, Performance Improvement Expert and Founder of Fully Alive Performance Systems
10:30 AM - 12:00 PM

W01 This is Your Brain...This is Your Brain on Stress
Is today’s stress forecast a torrential downpour of deadlines, demands and lack of resources? America is the most emotionally overstressed culture in history. This dilemma leads to deterioration of our physical, mental and emotional resources and health, including the health of our all-important brains. Never fear, because help and hope is here with “Strike Back Solutions” that will equip you to use the forces of stress to propel you into greater productivity, prosperity, peacefulness and passion in your career and life.

In this fast-paced, humorous and information-packed session participants will learn: (1) why you rarely hear a young child say they are "stressed;"(2) that most people ask "self-destructing" questions that can create greater stress; (3) how to grow the "Hardiness Factor" to thrive in adverse conditions; (4) why self and shared leadership are essential to success; (5) how to fortify yourself against the high demands of leadership;(6) that designing "Positive activating challenges" versus negative is the key to power; (7) how to understand the emotion and mindset that adds to feeling of stress; and (8) how to operate under an “umbrella” that deflects stress.

HUD Service Coordinator Training Requirements Area(s) – Optional: Peer Networks

Fred Schafer, Performance Improvement Expert and Founder of Fully Alive Performance Systems

W02 Trafficking of At-Risk Adults: Hiding in Plain Sight
In an emerging criminal activity, predators are targeting adults with physical and intellectual disabilities, chronic and persistent mental illness, and the elderly in order to gain access to the adults' monthly checks and perpetrate other types of theft and fraud. Some of these crimes include unlicensed care homes, hybrid human trafficking, racketeering enterprises, false imprisonment, neglect and exploitation of older adults and adults with disabilities, and preying on at-risk adults for monthly benefits. The funds most often targeted are Social Security, Supplemental Nutritional Assistance Program (food stamps) and Veterans' Benefits. These scams can result in residents living in squalor and suffering horrific abuse, neglect and exploitation (financial, sexual, forced labor, etc.). This workshop will discuss risk factors, indicators and key components of human trafficking of older adults and adults with disabilities.

Participants will be able to: (1) discuss the importance of a multi-disciplinary approach to address abuse; (2) identify ways to create collaborations to address this issue; (3) discuss trends in abuse of older adults and adults with disabilities.

HUD Service Coordinator Training Requirements Area(s) – Optional: Crime & Self Protection

Pat S. King, RN, Team Leader, Forensic Special Initiatives Unit, Georgia Department of Human Services (DHS)
Heather Strickland, Assistant Special Agent in Charge (ASAC), At-Risk Adult investigations, Georgia Bureau of Investigation

W03 Major Depressive Disorder
Major depression is a serious mental illness that affects 17% of the American population. This session will familiarize attendees with the causes of major depressive disorder, including the role of genes and stress in the manifestation of symptoms. Learn typical warning signs and the different medication, psychotherapy and somatic therapy options that have been studied in the treatment of major depression.

Participants will be able to: (1) list the symptoms of Major Depressive Disorder; (2) describe the causes of Major Depressive Disorder; (3) identify warning signs of Major Depressive Disorder; (4) name different treatment options available for Major Depressive Disorder.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Mental Health Issues

Dr. Rakofsky, Emory University School of Medicine
Social media is a part of many Americans' everyday lives. According to the Pew Research Center, approximately two-thirds of American adults use social networking sites such as Facebook and Twitter. Social media is also becoming more popular among the populations assisted by service coordinators (e.g., older adults and individuals with disabilities) and their family members. Although social media has enormous potential for service coordinators who want to connect with clients and promote education and advocacy, it is vital that service coordinators maintain professionalism while engaged in social media activities. This workshop will explore best practices service coordinators can employ to ensure that they are conducting themselves professionally while using social media. Questions that will be discussed include: How can social media change the interpersonal dynamics between service coordinators and their clients? What boundaries do service coordinators need to set when it comes to social media? How can service coordinators use social media while maintaining confidentiality and avoiding HIPAA violations?

At the end of this workshop, participants will be able to: (1) discuss the prevalence of social media and its influence on the populations assisted by service coordinators; (2) identify ways in which using social media can jeopardize service coordinators' reputations as professionals; (3) employ best practices to ensure that they are conducting themselves professionally while on social media sites.

HUD Service Coordinator Training Requirements Area(s) – Optional: Outreach Strategies
Christina Reardon, Temple University’s Nonprofit Evaluation, Services & Training (NEST)

W05 Service Coordinator in Elderly Multifamily Housing Program: Getting in the “Know”
In this workshop, join representatives from the Department of Housing and Urban Development’s Headquarters and Multifamily Region Offices to get in the “Know” on program policies, practices and recent changes that governs the continuity and sustainment of the Service Coordinator in Multifamily Housing Program. This workshop is intended to strengthen the Service Coordinator’s role in supporting HUD’s elderly residents to successful age in place; as well as to equip property managers with the tools and information necessary to sustain a program that is fully aligned with the statutory intentions and programmatic requirements. Many Grant Specialists from Region and Satellite Offices will be present, so don’t miss a lively and fun discussion that is sure to reenergize you.

Participants will: (1) stay in the “know”- get up to date information on programmatic and policy changes(2) support aging in place- defining enhanced service coordination; (3) ensure the integrity of the service coordinator program- review of statutory and program requirements; (4) build a grants management culture centered around accountability and disciplined accounting practices; (5) analyze the program impact- defining performance reporting expectations and long-term goals; (6) revisit multifamily transformation and what it means for you; (7) discuss other funding streams to support your program in this fiscal climate; (8) identify best practices in services coordinator delivery; and (9) put 2 CFR 200 on the radar and exploring what it will mean as we shift to a performance driven structure.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Federal Programs & Requirements
Alicia Anderson, Branch Chief, Grants and New Funding Office, HUD
Donna Dudgeon, M.S., Grants Specialist, Multifamily Southeast Regional Center, HUD
Dianne Montoya, Senior Account Executive, Denver Satellite Office, HUD
Lisa Phillips, Grant Specialist, Detroit Satellite Office, HUD
Lois Wright, Senior Account Executive, Detroit Satellite Office, HUD
W06 A Place To Call Home: Housing for LGBT Older Adults
What are the protections in place for LGBT people accessing your housing? How can we as providers prevent our staff or other residents from inadvertently creating a hostile atmosphere? What are the rules and regulations that apply to senior independent, assisted and skilled communities? The HUD Equal Access Rule requires programs receiving HUD funds to not discriminate on the basis of sexual orientation and gender identity. This presentation will provide an overview of the rights and protections afforded to LGBT people and teach you how to identify and intervene in bullying, aggression, or discrimination against LGBT identified staff and residents. You will also learn about existing LGBT supportive services at a local, state and national level, as well as ways you can assess whether other service providers are LGBT friendly. Finally, we will work through case-study scenarios that will help staff identify how bias may enter into the housing process, respond to any conflict or bias between staff as well as residents, and create spaces welcoming to the LGBT community.

Participants will learn: (1) about the HUD Equal Access Rule and regulations that apply to senior housing and draft an LGBT inclusive Nondiscrimination Statement; (2) to identify and intervene in bullying, aggression, or discrimination against LGBT identified staff and residents; (3) how to identify ways to assess LGBT welcoming and friendly services.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Mixed Populations
Sadiya Abjani, Services and Advocacy for GLBT Elders (SAGE)

W07 New Challenges, New Thinking: Do Not Let Privacy and/or Healthcare Liability Issues Stop You from Serving Others
Access to residents’ personal private information (PPI) and personal healthcare information (PHI) medical records creates HIPAA and privacy issues. Through collaboration, service coordinators and property management can help reduce liability in service-enriched housing and now with health service providers (wellness clinics, nurses, HUD demonstration projects). This session will address topics including: how good intentions can increase liability; how to reduce liability issues while helping residents understand and accept special resident and employee populations (such as transgender people); appropriate boundaries between residents and staff; and liability created by volunteers.

Participants will: (1) understand complex litigation challenges faced by service coordinators and property owners/managers; (2) discover new liabilities created by electronic media, the internet and how to mitigate them; (3) recognize and reduce liability situations faced by service coordinators and owners/managers alike in affordable housing with health care service providers and special populations.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Legal Liability Issues Relating to Providing Service Coordination
Gwen Zander, CASP, President, Risk Management Providers, Inc.

W08 Section 8 to Homeownership Magic
Affordable housing impacts the safety and well-being of individuals. Homeownership empowers individuals by enhancing quality of life and creating positive change. Sustainable and equitable homeownership opportunities are crucial to community development. This workshop draws on how NeighborWorks Columbus, in partnership with the Columbus Housing Authority, has administered a successful Section 8 to Homeownership program. Learn how this program has moved families away from government subsidy and built assets for financial independence, thereby transforming the community.

Participants will be able to: (1) identify the home ownership program stakeholders; (2) discuss the process to build partnerships that help people become homeowners; (3) review the details involved with moving families into homeownership; and (4) learn what successful homeownership programs look like.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Federal Programs & Requirements
Cathy Williams, NeighborWorks Columbus
W09 De-Escalation Strategies and Skills Building Part One

Through this two-part workshop, participants will learn and be able to demonstrate de-escalation strategies including self-care, recognizing intuition/instinct, internal assertiveness, physical assertiveness and verbal assertiveness. Attendees will gain confidence using these strategies through small group practice with scenarios specific to housing industry situations and can apply the skills to their professional and personal lives. This is a two-part workshop (Part 2 is a continuation of Part 1); attendees are asked to register and attend the first workshop, before attending the second workshop.

Participants will: (1) gain a foundational understanding of what de-escalation is and how the practice of de-escalation skills can help develop safer workplaces; (2) learn what intuition/instinct is and practice recognition of it; (3) complete the session with introductory knowledge about three types of assertiveness and will have obtained basic skills in each area of assertiveness to use in de-escalation situations; (4) be prepared to practice basic assertiveness skills.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Strategies for Communicating Effectively in Difficult Situations

Sarah Berkemeier, Home Forward
Sara K. Johnson WomenStrength, Portland Police Bureau.

W010 Oh No You Didn't: Family Caregiving Dynamics

Family caregiving is a part of life. However, many family members experience the stress of caregiving. Family dynamics can uncover old hurts and create new problems among siblings and others involved in the care of a loved one. This workshop will address the family as a caregiving unit and offer service coordinators perspectives in improving the caregiving experience for families.

Participants will be able to: (1) understand caregiving within the context of family; (2) identify factors that contribute to stress among family caregivers; and (3) engage in practices that promote win-win relationships among family members.

HUD Service Coordinator Training Requirements Area(s) – Optional: Support Networks for Residents

Sandra Crewe, PhD, ACSW, Howard University Multidisciplinary Social Gerontology Center

1:30 PM - 3:00 PM

W11 Social Media and the Service Coordinator: Professional Practice in the Age of Facebook, Twitter and LinkedIn

Social media is a part of many Americans’ everyday lives. According to the Pew Research Center, approximately two-thirds of American adults use social networking sites such as Facebook and Twitter. Social media is also becoming more popular among the populations assisted by service coordinators (e.g., older adults and individuals with disabilities) and their family members. Although social media has enormous potential for service coordinators who want to connect with clients and promote education and advocacy, it is vital that service coordinators maintain professionalism while engaged in social media activities. This workshop will explore best practices service coordinators can employ to ensure that they are conducting themselves professionally while using social media. Questions that will be discussed include: How can social media change the interpersonal dynamics between service coordinators and their clients? What boundaries do service coordinators need to set when it comes to social media? How can service coordinators use social media while maintaining confidentiality and avoiding HIPAA violations?

At the end of this workshop, participants will be able to: (1) discuss the prevalence of social media and its influence on the populations assisted by service coordinators; (2) identify ways in which using social media can jeopardize service coordinators’ reputations as professionals; (3) employ best practices to ensure that they are conducting themselves professionally while on social media sites.

HUD Service Coordinator Training Requirements Area(s) – Optional: Outreach Strategies

Christina Reardon, Temple University's Nonprofit Evaluation, Services & Training (NEST)
W12 New Challenges, New Thinking: Do Not Let Privacy and/or Healthcare Liability Issues Stop You from Serving Others

Access to residents’ personal private information (PPI) and personal healthcare information (PHI) medical records creates HIPAA and privacy issues. Through collaboration, service coordinators and property management can help reduce liability in service-enriched housing and now with health service providers (wellness clinics, nurses, HUD demonstration projects). This session will address topics including: how good intentions can increase liability; how to reduce liability issues while helping residents understand and accept special resident and employee populations (such as transgender people); appropriate boundaries between residents and staff; and liability created by volunteers.

Participants will: (1) understand complex litigation challenges faced by service coordinators and property owners/managers; (2) discover new liabilities created by electronic media, the internet and how to mitigate them; (3) recognize and reduce liability situations faced by service coordinators and owners/managers alike in affordable housing with health care service providers and special populations.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Legal Liability Issues Relating to Providing Service Coordination

Gwen Zander, CASP, President, Risk Management Providers, Inc.

W13 Section 8 to Homeownership Magic

Affordable housing impacts the safety and well-being of individuals. Homeownership empowers individuals by enhancing quality of life and creating positive change. Sustainable and equitable homeownership opportunities are crucial to community development. This workshop draws on how NeighborWorks Columbus, in partnership with the Columbus Housing Authority, has administered a successful Section 8 to Homeownership program. Learn how this program has moved families away from government subsidy and built assets for financial independence, thereby transforming the community.

Participants will be able to: (1) identify the home ownership program stakeholders; (2) discuss the process to build partnerships that help people become homeowners; (3) review the details involved with moving families into homeownership; and (4) learn what successful homeownership programs look like.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Federal Programs & Requirements

Cathy Williams, NeighborWorks Columbus

W14 De-Escalation Strategies and Skills Building Part Two

Through this two-part workshop, participants will learn and be able to demonstrate de-escalation strategies including self-care, recognizing intuition/instinct, internal assertiveness, physical assertiveness and verbal assertiveness. Attendees will gain confidence using these strategies through small group practice with scenarios specific to housing industry situations and can apply the skills to their professional and personal lives. This is a two- part workshop (Part 2 is a continuation of Part 1); attendees are asked to register and attend the first workshop, before attending the second workshop.

Participants will: (1) be able to review and demonstrate intuition/instinct and introductory assertiveness skills learned in Part 1; (2) gain additional knowledge by exploring and practicing more verbal assertiveness and escape options for escalated situations; (3) increase confidence in sharing the de-escalation skills learned in the sessions with co-workers and in putting skills into practice in their professional and personal lives.

HUD Service Coordinator Training Requirements Area(s) – Statutory: Strategies for Communicating Effectively in Difficult Situations

Sarah Berkemeier, Home Forward
Sara K. Johnson, WomenStrength, Portland Police Bureau
**W15 HIV 101 Panel**

HIV is still a persistent problem in the United States and globally. Progress has been made in HIV prevention and treatment. HIV can be controlled; however, no effective cure exists. Due to a number of factors, some groups of people are more likely to get HIV than others. There is a stigma associated with HIV, so many people with the disease struggle with unanswered questions and fears as they share their status and get treatment. This workshop will provide an overview of HIV and enhance attendees’ understanding of the challenges faced by individuals dealing with the illness. Learn the epidemiology of HIV in the United States and the changing face of HIV concerns, understand treatment strategies and HIV care approaches, and gain an awareness of tools providers may use to assist seniors living with HIV.

Participants will: (1) learn about the symptoms and cause of HIV; (2) enhance their understanding of the challenges people with HIV face; (3) review treatment options and; (4) explore resources available to assist people living with HIV.

**HUD Service Coordinator Training Requirements Area(s) – Optional: Other Health Problems Among the Elderly**

Dr. Madeline Sutton, CDC
Dr. Kirk D. Henny, CDC
Dr. John T. Brooks, CDC

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**W16 What Service Coordinators Need to Know about Brain and Cognitive Health**

Cognitive health, a crucial component of healthy aging, has recently been recognized as an important issue for public health. The Centers for Disease Control and Prevention’s (CDC) Healthy Brain Initiative addresses cognitive health from a public health perspective to catalyze actions at the state and local levels. This presentation will focus on aspects of brain and cognitive health, including promotion of brain health, issues related to declines in cognitive functioning, and care needs of those with a cognitive impairment. Additionally, public health’s role with respect to cognition and CDC’s Healthy Brain Initiative will be discussed.

Participants will: (1) learn about the various aspects of brain health; (2) discuss the issues related to brain health decline and methods to improve brain health; and (3) review the care needs for those with cognitive impairments as well as public health’s role in the care.

**HUD Service Coordinator Training Requirements Area(s) – Statutory: Strategies for Dealing with Cognitive Impairments**

Dr. Lisa McGuire, CDC
Dr. Valerie Edwards, CDC
Dr. Christopher Taylor, CDC

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**W17 Trafficking of At-Risk Adults: Hiding in Plain Sight**

In an emerging criminal activity, predators are targeting adults with physical and intellectual disabilities, chronic and persistent mental illness, and the elderly in order to gain access to the adults’ monthly checks and perpetrate other types of theft and fraud. Some of these crimes include unlicensed care homes, hybrid human trafficking, racketeering enterprises, false imprisonment, neglect and exploitation of older adults and adults with disabilities, and preying on at-risk adults for monthly benefits. The funds most often targeted are Social Security, Supplemental Nutritional Assistance Program (food stamps) and Veterans’ Benefits. These scams can result in residents living in squalor and suffering horrific abuse, neglect and exploitation (financial, sexual, forced labor, etc.). This workshop will discuss risk factors, indicators and key components of human trafficking of older adults and adults with disabilities.

Participants will be able to: (1) discuss the importance of a multi-disciplinary approach to address abuse; (2) identify ways to create collaborations to address this issue; (3) discuss trends in abuse of older adults and adults with disabilities.

**HUD Service Coordinator Training Requirements Area(s) – Optional: Crime & Self Protection**

Pat S. King, RN, Team Leader, Forensic Special Initiatives Unit, Georgia Department of Human Services (DHS)
Heather Strickland, Assistant Special Agent in Charge (ASAC), At-Risk Adult investigations, Georgia Bureau of Investigation