

Email: [DFTA  
Provider Training](#)

## DFTA Direct Practice Skills Courses Spring 2021



This Spring, the NYC Department for the Aging (DFTA) will be offering Provider Training and Capacity Building courses to DFTA-contracted providers. For these virtual, interactive trainings, it is ideal to have a computer with a camera and microphone and a private space to participate.

*Complete a separate application for each training that you are interested in taking.*

### **DFTA Performance Standards for Case Assistance**

**March 29, 2021, 9:30 am to 1:00 pm**

In this training staff in agencies that are contracted to provide case assistance learn the DFTA definition of what constitutes case assistance and what does not. They also learn—in-depth—DFTA’s performance requirements for case assistance service, including the appropriate procedures of providing case assistance, documentation for reporting services to DFTA, and what to include in case notes.

*Audience: For program staff in agencies contracted to provide case assistance as a program service*

*Application deadline: March 5, 2021*

*[Application for Performance Standards for Case Assistance \(click\)](#)*

### **Social Isolation and Loneliness**

**April 14, 2021, 9:30 am to 1:00 pm**

Even prior to COVID-19, social isolation among older adults had been a major public health issue that is recognized as being harmful to quality of life. In this training we will define what social isolation and/or loneliness are, explore their causes and impacts and discuss practical and feasible tested community-based models to improve social connectivity in older adults.

*Audience: For those who would like to improve their understanding of social isolation and loneliness (Note: Not intended for staff of case management agencies or friendly visitor programs)*

*Application deadline: March 10, 2021*

[Application for Social Isolation and Loneliness \(click\)](#)

**Mental Health in Older Adults**

**April 22, 2021, 9:30 am to 1:00 pm**

Participants will increase their knowledge about the most prevalent mental health issues in older adults (including depression, generalized anxiety disorder, and dementia), highlighting risk factors, signs and symptoms, strategies for linking older people to help, and resource options.

*Audience: For those who want to increase their knowledge about mental health issues in older adults*

*Application deadline: March 18, 2021*

[Application for Mental Health in Older Adults \(click\)](#)

**Building Trust through Client Engagement Using the Phone and Virtual Platforms**

**April 30, 2021, 9:30 am to 1:00 pm**

Engagement is a foundational piece to any relationship. When done meaningfully, trust can develop. This is key to being able to work with clients and program members using digital communications. Learn some best practices and strategies to increase your ability to engage, build trust and meet your program mission and help the older person feel connected.

*Audience: For those who would like to improve their engagement skills over the phone and virtual platforms when working with clients and program members*

*Application deadline: March 26, 2021*

[Application for Building Trust through Client Engagement Over the Phone and Virtual Platforms \(click\)](#)

**Depression in Older Adults**

**May 12, 2021, 9:30 am to 1:00 pm**

Participants in this training will learn the factors that put a person at higher risk for depression, how to assess for depression in older adults and determine what may be the most helpful strategies to encourage those who suffer with depression to seek out help, and the resources available for assistance.

*Audience: For those who work one-on-one with older adults through assessment and case management, such as DFTA-Funded Case Management Agency and NORC program staff*

*Application deadline: April 7, 2021*

[Application for Depression in Older Adults \(click\)](#)

**Anxiety in Older Adults**

**June 2 and 4, 2021, 9:30 am to 1:00 pm**

Older adults have been especially impacted by the coronavirus pandemic, as they are at higher risk of serious illness if infected and account for [80 percent of all COVID-related deaths](#). Although anxiety is not a normal part of aging, it is estimated that the prevalence of anxiety among older adults may be as high as 20% even without a global pandemic. Participants in this training learn to distinguish between what is “normal” anxiety and an anxiety disorder, evidence-based treatment options available, some techniques to help both participants and older people manage anxiety during assessment, wellness checks and follow-up monitoring, and tips for linking Older Adults to appropriate services.

*Audience:* For those who work one-on-one with older adults through assessment and case management, such as DFTA-Funded Case Management Agency and NORC program staff

*Application deadline:* April 28, 2021

[Application for Anxiety in Older Adults \(click\)](#)

**Working with Clients through Post-COVID Trauma  
June 16 and 18, 2021, 9:30 am to 12:30 pm**

This past year or so has had an impact on all of us, especially the older adults that we worked with regularly. In general, older adults were more likely to experience negative impacts from the global pandemic and lockdown, which included more severe health complications and higher mortality rates, disruption in their lives, concerns over access to care and adapting (if possible) to technologies to lessen isolation and keep connection. Come learn about what we know about the impact as well as strategies and techniques to help us work more effectively with older adults that may have experienced trauma as a result of this past year.

*Audience:* For those who would like to learn more about how to approach an older adult that may have experienced trauma

*Application deadline:* May 12, 2021

[Application for Working with Clients through Post-COVID Trauma \(click\)](#)

**Client Emergency Services: Cash, Food, Medical and Housing  
Crisis Relief Programs**

**June 29, 2021, 9:30 am to 1:00 pm**

Participants in this training learn how an emergency situation is defined and what services are available to help stabilize a client in an emergency situation. In particular, participants learn about HRA emergency assistance programs, assistance provided by the American Red Cross and how Adult Protective Services works to protect seniors in crisis.

*Audience:* For those who provide case management or case assistance to older adults and would like to learn more about emergency services.

*Application deadline: May 25, 2021*

*[Application for Client Emergency Services \(click\)](#)*