

Email: [DFTA
Provider
Training](#)

DFTA Direct Practice Skills Courses Winter/Spring 2022



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.

SNAP Overview eLearning

This self-paced, computer-based eLearning module follows a case example to provide you with a basic overview of SNAP benefits, including eligibility and application procedures. Course takes about one hour to complete. Participants get one hour of training credit.

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

Application Deadline: Open enrollment.

[Pre-Registration Form for SNAP eLearning Course \(click\)](#)

Housing Benefits and Entitlements

January 19, 2022, 9:30 am to 1:00 pm

Participants in this training learn what housing benefits are available through the Senior Citizen Rent Increase Exemption Program (SCRIE), NYC Housing Authority and Section 8. They also learn eligibility criteria for each of these programs and how to assist older people and/or their caregivers to apply for each.

Audience: For those who provide case management or case assistance to older adults and would like to learn more about Housing Benefits and Entitlements.

Application Deadline: December 15, 2021

[Application for Housing Benefits and Entitlements \(click\)](#)

Mindfulness for Direct Service

February 18, 2022, 9:30 am to 1:00 pm

The pandemic has brought new challenges in our work with older adults. We may feel the impact of loss for ourselves but also as secondary trauma as workers. Mindfulness is a natural capacity that is present in all of us. It involves paying purposeful attention to our experience. Mindfulness at work has been shown to improve one's focus, efficiency, mental clarity, overall health, and job satisfaction. It has also been shown to foster creativity, reduce sick time, and decrease work-related stress. In this workshop, participants learn the principles and attitudes of mindfulness as well as learn practices/techniques to release stress and foster one's mindfulness.

Audience: For those who would like to improve their understanding of mindfulness and how these practices can help us develop greater focus, efficiency, and mental clarity as well as decrease our stress levels.

Application deadline: January 14, 2022

[Application for Mindfulness for Direct Service \(click\)](#)

Medicare: Parts and Rights

February 23, 2022 AND February 24, 2022, 9:30 am to 12:30 pm

Participants in this two-day training learn what medical benefits are provided through Medicare Parts A, B, C, and D (the prescription drug benefit) and who is eligible for these benefits. This training details the rights of Medicare recipients who are hospitalized, the different Medicare appeals processes, and the Medicare Savings Program.

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

Application Deadline: January 19, 2022

[Application for Medicare: Parts and Rights \(click\)](#)

Alcohol and Substance Abuse in Older Adults

March 2, 2022, 9:30 am to 1:00 pm

Various circumstances—retirement, loss of loved ones, chronic conditions, etc.—may prompt some older people to turn to alcohol. Participants in this training learn what the risk factors are for and how to detect alcohol abuse problems. They also learn strategies that can be used in working with the older person who has a drinking problem and where seniors can get help.

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: January 26, 2022

[Application for Alcohol and Substance Abuse in Older Adults \(click\)](#)

Case Recording: Purpose and Skills

March 23, 2022, 9:30 am to 12:00 pm

Participants in this training learn the purpose of case records, how to identify which information should and should not be included in the record, and how to write succinct, meaningful case entries.

Audience: For those who provide case management or case assistance and would like to develop their case recording skills.

Application Deadline: February 16, 2022

[Application for Case Recording: Purpose and Skills \(click\)](#)

Medicaid

March 28, 2022 AND March 30, 2022, 9:30 am to 12:30 pm

In this training, participants learn what medical benefits/services are provided through Medicaid (including the Medicaid Surplus Program), who is eligible for Medicaid, and how to assist eligible older people and/or their caregivers to access this entitlement. Participants also learn to evaluate a person's financial eligibility by calculating budgets for Medicaid's Surplus Program.

Audience: For those who provide case assistance to older adults and/or their caregivers and would like to learn more about Medicaid.

Application Deadline: February 21, 2022

[Application for Medicaid \(click\)](#)

Ageing Trends – Demographics: What We Can Expect in the Next 10 Years

March 29, 2022, 9:30 am to 11:00 am

This training will examine statistics that speak to the current size and expected growth of the older population in American society, the diversity of the older population and its various sub-groups and the ways in which society needs to prepare for these demographic changes.

Audience: For DFTA-contracted provider staff who would like to learn more about aging demographics.

Application Deadline: February 22, 2022

[Application for Ageing Trends – Demographics: What We Can Expect in the Next 10 Years \(click\)](#)

Dementia

April 6, 2022, 9:30 am to 1:00 pm

Participants in this training increase their knowledge on what dementia is (mainly Alzheimer's) and what its risk factors, causes, diagnostic criteria and treatment options are, learn intervention strategies to work more effectively with some challenging behaviors presented by people with dementia, and learn about resources and options available for older people who suffer from dementia and for their caregivers. These strategies and resources can in turn be

shared with caregivers to help them both communicate more effectively with their loved ones and reduce their stress.

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: March 2, 2022

[Application for Dementia \(click\)](#)

SNAP

April 26, 2022, 9:30 am to 1:00 pm

Participants in this training will take a more in-depth look at the SNAP entitlement program with the help of a representative from the FoodBank of New York City. The training will explore what SNAP is, who is eligible for the program, how the SNAP benefit amount is determined, and how to help eligible older adults and their caregivers obtain this benefit.

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

Application Deadline: March 22, 2022

[Application for SNAP \(click\)](#)

DFTA Performance Standards for Case Assistance

April 27, 2022, 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 23, 2022

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

Building Trust through Client Engagement Using the Phone and Virtual Platforms

April 28, 2022, 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 24, 2022

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

Depression in Older Adults

May 11, 2022, 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 6, 2022

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