Certificate in Elder Service Coordination
A Partnership between PHFA and
California University of Pennsylvania Rural Communities Institute

Concept: PHFA has partnered with the Rural Communities Institute of California University of Pennsylvania to offer a certificate for Service Coordinators that work with elders in affordable housing. Our goals are to:

- Create an affordable training opportunity for new or experienced Service Coordinators.
- Improve Service Coordinators’ expertise in serving elders in residential settings.
- Establish a base level of knowledge in order to improve service delivery statewide.

Need: PHFA’s interest in developing a Certificate in Elder Service Coordination was based on the following experience within the PHFA portfolio:

- Staff that fill Service Coordinator positions and the service coordinator role vary widely in their backgrounds and experiences.
- Employers/management agents don’t always offer sufficient levels of support and training to newly hired staff in these positions and roles.
- Inexperienced staff is often asked to act in a service coordination role without any training and experience.
- Service Coordinators paid for through HUD Service Coordination grants are required to complete 36 hours of classroom/seminar time in specified subject areas prior to or within 12 months of hiring. Thereafter, they are required to complete 12 hours of continuing education annually.

Opportunity: PHFA coordinates an annual conference with 10.5 hours of educational sessions outside of the general sessions. The Housing Services Department also offers periodic web-based sessions and workshops on topics related to Service Coordination and affordable housing. By building on these opportunities, PHFA has structured a very affordable comprehensive training program in the area of Elder Service Coordination. While there are several other training opportunities available, for organizations that already utilize the PHFA Housing Services training systems, this Certificate provides an increased value to expenses already incurred.

Content: The curriculum consists of 20 hours of training in the following core areas:

- Aging Process
- Service Coordination and Liability Issues
- Elder Services
  - Mgr/SC Relationship and Confidentiality
- Compassion Fatigue
  - Ethics and Boundaries for the SC
- Medication and Substance Abuse
  - Documentation
- Mental Health and Cognitive Impairments
  - Technology in Supporting Elders
- End of Life Issues
  - Diversity
- Abuse and Neglect

Certificate Process: Registration for the certificate program will begin in July 2019 and must be received by May 15, 2020. There will be a minimum of 2 core courses at the 2020 conference with the remaining courses of content offered via monthly webinars following the conference. The additional courses will be offered at no charge. Once all 20 hours of content are completed, participants may apply for the Certificate by submitting a $50 processing fee. In order to participate in the certificate program, enrollees are required to attend the 2020 Multifamily Affordable Housing Conference that is being held at the Seven Springs Mountain Resort in Champion, PA on June 3rd, 4th, & 5th.

To Get Started: Contact Alicia Spencer at 610-270-1989 or aspencer@phfa.org.