

**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 is open now and must be received by May 15, 2022. There will be a minimum of 2 core courses at the **2022** 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 2022 Multifamily Affordable Housing Conference that is being held at the Kalahari Resort & Conference Center in Pocono Manor, PA on June 8<sup>th</sup>, 9<sup>th</sup>, and 10<sup>th</sup>.

**To Get Started:** Contact Alicia Spencer at 610-270-1989 or [aspencer@phfa.org](mailto:aspencer@phfa.org).