

**Certificate in Elder Service Coordination**  
**A Partnership between PHFA and Pennsylvania Western University**

**This training is co-sponsored by the MSW Program at Pennsylvania Western University. The MSW Program has been designated as a pre-approved provider of professional continuing education for licensed Social Workers, Marriage and Family Therapists and Professional Counselors, by the PA State Board of Social Workers, Marriage & Family Therapists and Professional Counselors. This training is approved for 20 CEUs.**

**Concept:** PHFA has partnered with Pennsylvania Western University to offer a certificate for Service Coordinators, Property Managers and Service Providers that work with elders in affordable housing. Our goals are to:

- Create an affordable training opportunity for new or experienced Service Coordinators, Property Managers & Service Providers
- Improve Service Coordinators, Property Managers, and Service Providers expertise in serving elders in residential settings
- Establish a base level of knowledge in order to improve service delivery

**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 periodically offers 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

Elder Services

Compassion Fatigue

Medication and Substance Misuse

Mental Health and Cognitive Impairments

End of Life Issues

Abuse and Neglect

Service Coordination and Liability Issues

- MGR/SC Relationship and Confidentiality

- Ethics and Boundaries

- Documentation

Technology in Supporting Elders

Diversity

**Certificate Process:** Registration for the certificate program is open now and must be received by July 1, 2023. There will be a minimum of 2 core courses at the **2023** 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 2023 Multifamily Affordable Housing Conference that is being held at Seven Springs Resort in Seven Springs, PA on July 18<sup>th</sup>, 19<sup>th</sup>, and 20<sup>th</sup>.

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