

# CESC FAQs

Q: What is the CESC Program?

A: The Certificate in Elder Service Coordination provides an affordable training opportunity for new and experienced Service Coordinators, Property Managers and Service Providers. The certificate consists of 20 hours of training and covers 13 core areas over a 1-year period. The focus of the Certificate Program is to improve Service Coordination expertise in the residential setting and will establish base level knowledge in order to improve service delivery.

Q: Do I need to be a Service Coordinator or work at a PHFA property to participate in the CESC Program?

A: No. Everyone is welcome to participate.

Q: Is this a certification?

A: No. You are not being certified as an expert. Earning the certificate means that you successfully completed all of the required coursework.

Q: Is there a cost to participate in the CESC Program?

A: Yes. The cost is attending the PHFA Multifamily Affordable Housing Conference and \$50 upon successful completion of the program to get the certificate. There is no cost to register or for the required webinars.

Q: Who pays for the certificate?

A: Many organizations/companies pay the cost for you. Check with your employer.

Q: After I earn the certificate, are there additional costs or training requirements to keep the certificate current?

A: No. Once you have earned the certificate it is yours.

Q: When is the \$50 due?

A: Upon successful completion of the CESC Program, guidance will be provided on what you will need to do as that time approaches.

Q: What is the time commitment for this program?

A: You must commit to attend the conference which is a 3-day event. Monthly webinars are required, and each webinar runs approximately 1 ½ hours in length. The certificate program takes 1 year to complete.

Q: What happens if I can't complete the required webinars?

A: Every attempt will be made by the facilitator to help you complete them. All webinars have a completion date but if you can't meet the deadline, contact the facilitator immediately to make alternative arrangements.

Q: If I am removed from the CESC Program due to not completing the required coursework, will I have an opportunity to complete it in the future?

A: Yes. If you drop out or are removed, you will be given the opportunity to complete the CESC Program with the next group. You will pick up where you left off.

Q: If I change my employment, can I complete the program?

A: Yes. As long as an alternate email address was provided, you will continue to receive CESC information.

Q: Are the webinars live or previously recorded?

A: The CESC Program has a combination of both.

Q: If I am not available at the time of the live webinar, what happens?

A: All live webinars are recorded. If you miss the live webinar, you will be required to watch the recorded webinar and take a short quiz. The quiz will be sent at the same time as the link to the recorded webinar. Detailed instructions will be provided at that time. You will only receive the link/quiz only if you were unable to participate in the live webinar. The link/quiz will be sent out no later than 2 days after the live webinar.

Q: If I participate in the live webinar, am I required to take the quiz?

A: No. The quiz only needs to be taken if you cannot participate in the live webinar.

Q: How do I submit my completed quiz?

A: All quizzes must be sent to the facilitator electronically. You have the option of sending the answers in the body of an email, sending it as an attachment or faxing it. Reminders on how to submit will be sent each time the link & quiz are sent out.

Q: I participated in the live webinar, is there anything else I need to do?

A: No. Attendance is taken and you will receive credit for taking the webinar. You must be connected for the entire time the webinar runs as clock hours are required. Additionally, you must be connected to the Microsoft Teams system to see the presentation as well as by audio so you can hear it.

Q: What platform is used for the webinars?

A: Microsoft Teams

Q: If I have problems participating in live webinars or watching recorded webinars, what should I do?

A: Contact your IT Department immediately.

Q: How will I know when the webinars are being held?

A: The facilitator will provide you with a schedule as soon as it is finalized. Live webinars require registration if you wish to participate. Detailed instructions will be sent with each live webinar invitation as well as with the recorded webinar link/quiz.

**Communication is key to your success in this program!**