

Certificate in Family 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 families in affordable housing. Our goals are to:

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

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

- Staff members that fill Service Coordinator positions and the Service Coordinator role vary widely in their backgrounds and experiences
- Employers/management agents do not 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 or experience.
- Service Coordinators funded 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 and comprehensive training program in the area of Family 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:

- MGR/SC Relationship & Confidentiality
- Budgeting / Goal Setting/Education and Employment
- Ethics & Boundaries
- Family Dynamics
- Diversity
- Communicating Skills
- SC and Liability: Documentation
- Helping Families Access Specialized Services
- SC 101 Basic
- Substance Abuse and the Family
- Mental Health
- Domestic Abuse and the Family
- Safe Communities

Certificate Process: Registration for the certificate program is now open and must be received by June 1, 2024. There will be a minimum of 2 core courses at the 2024 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 will apply for their certificate by submitting a \$50 processing fee. In order to participate in the certificate program, enrollees **are required** to attend the 2024 Multifamily Affordable Housing Conference that is being held on June 26th, 27th, & 28th at the Penn Stater Hotel & Conference Center in State College, PA.

To Get Started: Contact Danielle Rudy at 717-780-3960 or drudy@phfa.org