



B'NAI B'RITH INTERNATIONAL

CENTER FOR SENIOR SERVICES

Managers/SC Training Meeting

July 21-23, 2020

Speakers

Tuesday, July 21

HUD During COVID 19 Updates

Amanda Atkins, President, Atkins Consulting Professionals

Amanda K. Atkins is a nationally recognized public speaker and trainer of HUD affordable housing, property management practices, fair housing requirements, senior housing, environmental consulting, workplace health, and other focuses. Atkins Consulting Professionals LLC was created in 2009, owned and managed by Ms. Atkins. Prior to this Ms. Atkins facilitated the operation of her family's business, Candi Atkins Consulting, for several years.

Her areas of specialties include resident file compliance audits for HUD subsidized and assisted properties as well as tax credit sites, policy compliance, and procedural support. She also is a speaker, trainer, and presenter in many areas: compliance-based training, fair housing and equal opportunity practices, environmental initiatives, senior sensitivity, workplace health and stress management, resident service coordination, and other topics. Amanda focuses on HUD/housing regulation and file compliance as well as management practices and policies. She brings with her over 20 years of experience in HUD subsidized housing, conventional property management, senior housing, and most recently tax credit affordable housing.

Janel Doughten, Associate Director, B'nai B'rith Center for Senior Services

Janel Doughten has worked with the B'nai B'rith Center for Senior Services for over 25 years and is the associate director of the Center for Senior Services. Janel coordinates and is a speaker at an annual three-day training conference in the spring for the network of CSS managers and service coordinators and a four-day training conference in the fall for the managers and boards of directors of the CSS portfolio. Janel also provides training for the residents of the senior housing buildings and participants in the Resident Leadership Retreat, as well as at various national industry conferences: Leading Age, American Association of Service Coordinators, SPM Managers and Maintenance Trainings; and local conferences, such as Leading Age DC and other DC-based HUD-subsidized senior housing buildings. Janel holds a Bachelors of Science in Criminal Justice from Old Dominion University





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Evan Carmen, Legislative Director for Aging Policy, B'nai B'rith Center for Senior Services

Evan Carmen is the Legislative Director for Aging Policy at the B'nai B'rith International Center for Senior Services. Since joining B'nai B'rith in February 2017, Evan has advocated on public policy matters including affordable housing, health care and income security, as these issues relate to seniors with limited means. Evan's advocacy work has encompassed meeting with congressional staff members on Capitol Hill, arranging visits for lawmakers and their staffs to B'nai B'rith-sponsored affordable housing buildings and working to amplify the B'nai B'rith Message across our media platforms. Evan holds a B.A. from American University in political science and a J.D. from New York Law School.

Wednesday, July 22

Money Smarts for Older Adults Update: Overview, Preventing Fraud and Scams in the Age of COVID-19, Overview of the Network Development Guide and Update on Resources

Jenefer Duane, Senior Program Analyst, Office for Older Americans, Consumer Financial Protection Bureau, Washington, DC

Jenefer Duane joined the Consumer Financial Protection Bureau in December of 2011. She serves as the Senior Program Analyst in the Bureau's Office of Financial Protection for Older Americans. Prior to joining the CFPB, Ms. Duane was the Founder and CEO of the non-profit Elder Financial Protection Network (EFPN) in San Francisco. Under her leadership, EFPN developed education programs for older adults and family caregivers on preventing, identifying and responding to elder financial exploitation; and award-winning professional training for the financial services industry; law enforcement, social services and other professionals.

Working with Adult Protective Services During the Pandemic

William Benson, Principal, Health Benefits ABCs LLC Representing the National Adult Protective Services Association

Bill Benson has worked in aging and health for more than four decades. As former staff director For the Senate Labor Subcommittee on Aging, Benson oversaw the successful reauthorization of the Older Americans Act (OAA) in 1992. Under his leadership, that year's reauthorization included Title VII, Subtitle B—Native American Organization and Elder Justice Provisions — the first federal law created to address the issues of elder abuse and elder justice for Indian elders. From 1993 to 1998 Mr. Benson was the Deputy Assistant Secretary for Aging at the Administration on Aging (AoA) at the U.S. Department of Health and Human Services. Mr. Benson spent eight years in various capacities in the U.S. Congress including staff director





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of the Subcommittee on Aging of the Senate Labor and Human Resources Committee, staff director of the Subcommittee on Housing and Consumer Interests of the House Select Committee on Aging, and with the Senate Special Committee on Aging.

He is a past president of the National Citizens Coalition for Nursing Home Reform, president of the Environmental Alliance for Senior Involvement & the American Association for International Aging, and chairs the advisory board to the Center on Global Aging at Catholic University of America's School of Social Work.

Thursday, July 23

Open Discussion: The "New Normal" Service Coordination

Tonya Balducci, Quality Assurance Director, SPM

Tonya received a Bachelor of Social Work in 1996 from the University of Alabama and is a licensed social worker in the State of Alabama. Tonya worked in the social services field for two years as a case manager for mentally ill adults before she began her career in Senior Housing in 1998. Tonya worked as a Service Coordinator for two senior apartment communities for six years. She was offered the position of Quality Assurance Director for SPM in 2005. Since that time, she has developed the Service Coordinator Division of SPM which provides training, clinical direction and leadership for thirty-three Service Coordinators at thirty-five properties located in Alabama, Tennessee, Georgia and Washington DC. She was instrumental in the formation of the AASC-Alabama chapter and served on the Board of Directors for the American Association of Service Coordinators for six years.

Maria Medley, Quality Assurance Directors, SPM

Maria received a Bachelor of Gerontology in 2010 and a Master of Science in Public Health in 2017 from the University of South Florida (USF). Maria began her career serving older adults as a graduate research associate at USF applying evidence-based public health principles to conduct large-scale health assessments and wrote her Master's thesis on the effects of caregiver burden in active retirement communities. She then transitioned to the private sector working as a health manager, where she utilized collaborative processes of assessment and implementation to help older adults achieve optimal health by developing individualized plans of care. Her focus became developing health and wellness strategies to help older adults remain active members of their communities. While serving as Program Coordinator with Hillsborough County Aging Services, Maria developed innovative programs to promote healthy aging while supervising the daily operation of multiple sites. Maria is now the Quality Assurance

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Director for SPM, providing training, direction, and leadership for thirty-three Service Coordinators at thirty-seven properties located in Florida and New York. She has developed a series of protocols and strategies that benefit older residents and improve program outcomes.

Melissa Harris, Director of Government Affairs, American Association of Service Coordinators (AASC)

Melissa Harris joined AASC in March 2018 with a decade of experience in journalism and communications. In her previous role as an Ohio Statehouse reporter, she closely monitored policies and politics with a focus on education and health. She has served as a board member of the Ohio Legislative Correspondents Association and her work has been recognized by the Society of Professional Journalists and Cleveland Press Club. Melissa holds a bachelor's degree in journalism from Kent State University. At AASC, she tracks public policies that impact members, advocates for positive policy outcomes, provides news updates and educates members on service coordination standards and practices.

Ways to Bring Residents Together During Polarizing Times-Discussion

Janel Doughten, Associate Director, B'nai B'rith Center for Senior Services

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Trauma Stewardship: An Everyday Guide to Caring for Self While Caring For Others (Synopsis and Self-Care Strategies)

Gracie Cohen, Senior Program Associate, B'nai B'rith Center for Senior Services

Gracie Cohen is the Senior Program Associate at the Center for Senior Services. There, she is the editor of the quarterly Seniority Report, assists with programming and training meetings, and is a part of the CSS advocacy team. Previously, she served in various administrative roles in non-profits throughout DC. She brings her experience teaching ESL to adults through AmeriCorps, as well as researching adult language and cognition. Gracie holds a Bachelor of Arts in English





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Literature from Seattle University and a Bachelor of Science in Speech and Hearing Sciences from Portland State University.

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