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PROFILE

An experienced, collaborative social work professional with demonstrated clinical, communication, and leadership skills. A skilled presenter and facilitator with significant classroom experience in academic, corporate, and community settings.

EDUCATION

B.A. Degree, Psychology, Wilkes College, Wilkes-Barre, PA (1987)
M.S.W., Marywood College Graduate School of Social Work, Scranton, PA (1996)
Certified in Critical Incident Stress Debriefing (1996, 1997, 1998), and Red Cross Disaster Mental Health Services (2000)
National Association of Social Workers' Advanced Certification, Clinical Social Work in Gerontology (CSW-G) (2007)
Certified by Gunderson Lutheran Medical Center as a Respecting Choices Advance Health Care Planning Instructor (2005)
Certified by The Eden Alternative™ as an Eden at Home Associate (2009); Educator (2010) and Mentor (2016)
Peer Leader for Stanford University Chronic Disease Self-Management (2011) and Diabetes Self-Management Workshops (2012)
Trained in Eye Movement Desensitization Reprocessing (EMDR), Levels I and II (2014)

WORK EXPERIENCE

- 10/2005 – present Principal, Lisa Kendall Counseling & Consulting Service, Ithaca, NY*
- 4/2005 – 2016 Training Consultant, Sharing Your Wishes Advance Health Care Planning Coalition*
- 9/2011 – present Instructor, Fieldwork in Gerontology Course, Ithaca College Gerontology Institute, Ithaca, NY*
- 7/2003 – 6/2013 Facilitator, Cortland County Monthly Caregiver Support Group*
- 10/2009 – 12/2010 Medical Social Worker, Visiting Nurse Service of Ithaca & Tompkins County, Ithaca, NY*
- 08/2009 – 10/2009 Director of Social Work, Northwoods Nursing Home, Cortland, NY*
- 8/2001 – 8/2009 Caregiver Counselor & Respite Program Coordinator, Family & Children's Services Home Care, Ithaca, NY*
- Provided supportive counseling & education to informal caregivers of Elders with chronic illness. Supervised certified home health aides in grant-funded in-home respite service. Served on work groups related to public policy and provided presentations and consultation on aging and caregiving issues to the community. Supervised graduate social work interns and wrote grants as needed.
- 5/2001 – 7/2001 Executive Director, Task Force for Battered Women, Ithaca, NY*
- 9/2000 – 4/2001 Prevention & Education Coordinator, The Alcoholism Council of Tompkins County, Ithaca, NY*
- Planned and implemented science-based community-wide interventions designed to prevent substance abuse, including the "Open Minds" educational program for adjudicated college students. Supervised staff in school-based Peer Education and community-based Family Intervention Programs. Served as area Director of the DMV-certified Drinking Driver Program. Customized programs on substance abuse and related issues for the community. Facilitated "Adult Children of Addiction" educational group, and co-facilitated psycho-educational "Survivors of Trauma" group for women.
- 10/99 – 8/2000 Care Management Coordinator, Lakes Region General Hospital, Laconia, NH*
- Coordinated daily activities of an integrated Care Management team providing nursing care management and social work services in both acute care and community settings. Supervised 8 RN and 8 MSW care managers, support personnel, and allied health professionals. Provided leadership and facilitated change in a rapidly evolving healthcare environment, and created and monitored measures to assure quality services and appropriate level of care. Provided direct clinical social work services to patients throughout the hospital, and dedicated services to an extended care unit primarily serving Elders and their families with long term care needs.

8/98 – 9/99

Senior Consultant for Work & Family Services, Cornell University, Ithaca, NY

Provided consultations to employees, supervisors, and administrators of a large university on issues related to work/life balance. Created and implemented training programs for managers on work/life and flexibility policies; created and presented workshops for employees on Eldercare, childcare, and work/family issues. Created a multidisciplinary taskforce that generated a proposal for university-wide childcare policies and initiatives. Guest lectured on work and family issues for Cornell's School of Industrial and Labor Relations. Supervised staff and provided direction for an 8-week summer day camp program serving over 240 families. Served on a team to plan and present the 1999 Human Resource Institute, a two-day conference for HR professionals, introducing several workshops on work/life balance, spirituality, and grief and loss.

4/96 – 7/98

Clinical Social Worker, United Health Services Hospitals, Johnson City, NY

Worked with a team to introduce a new program providing a wide range of professional Social Work Services to patients in a regional Level II trauma center, including supportive counseling, grief work, eldercare and parenting education, child protective and domestic violence services, and crisis intervention. Coordinated community services for patients of varied socio-economic status, race, age, and gender. Provided direct social work services on the Intensive Care Unit. Utilized a solution-focused model to provide therapy for individuals and couples in an Employee Assistance Program serving the hospital system and over fifty other corporate clients. Served on Leadership Team for the hospitals' Critical Incident Stress Debriefing Team.

12/87 – 12/97

***Director of Elder Services, Twin Tier Home Health, Inc. (12/87-12/95)
and Broome County Child Development Council, Binghamton, NY (5/96 – 12/97)***

Administered all aspects of a regional contract for the Elder Care Consultation and Referral Service (ECCRS), a national program providing telephone consultation and custom referrals to community resources for caregivers of elderly relatives: supervised counselor; prepared quantitative and qualitative analysis of usage data; marketed program to potential corporate clients. Provided direct telephone counseling to corporate employees. Piloted, administered and facilitated worksite Caregiver Education series for IBM and other corporate clients, and addressed community groups and professionals concerning corporate dependent care issues. Served as trainer and systems & quality consultant for other affiliates of Work/Family Directions, Inc., the ECCRS contractor. Wrote grants as required. (Also coordinated community awareness activities for Twin Tier Home Health, 1993-1995).

4/86 - 12/87

Health Education Representative, Broome County Red Cross, Binghamton, NY

Promoted Workplace Health & Safety programs to business, industry, community agencies, and educational institutions in New York's Southern Tier. Supervised and trained contract program teaching personnel; monitored and evaluated performance. Scheduled courses for the public at the Red Cross training center. Created and taught courses for industry and for Home Health and Personal Care Aide candidates in New York State certified program, including Mental Health, Aging, Death & Dying, Communication Skills, and Stress Management. Collaborated with the Southern Tier AIDS Program to present HIV information and education to the community.

Experience prior to 1986 available upon request

PROFESSIONAL ORGANIZATIONS & COMMUNITY INVOLVEMENT

- Member, Alpha Epsilon Lambda, (graduate and professional honor society); Psi Chi, (psychology honor society); and Sigma Phi Omega, (gerontology honor society, Ithaca College Chapter)
- Member, Community Advisory Group, Ithaca College Gerontology Institute
- Member, National Association of Social Workers and New York State Chapter of NASW, Southern Tier Chapter
- Member, President's Advisory Council on Work and Family Affairs, Cornell University
- Former Field Instructor, Graduate Schools of Social Work at Binghamton University and SUNY Buffalo; Aging Studies program at the Ithaca College Gerontology Institute
- Founding Member, Pastoral Counseling Service, Bereaved Parents Group, and Finger Lakes Trauma-Informed Network, Ithaca, NY
- Listed, *Who's Who in American Colleges and Universities* (1995/1996)
- Participated in the United Hospital Fund Workgroup: "Family Caregivers and New York State Public Policy: Developing an Ethical Framework and an Action Agenda" (2006)
- Recipient, 2005 Ann Birnbach Award for Outstanding Mental Health Professional, from the Mental Health Association of Tompkins County, NY
- Recipient, 2009 Outstanding Service Award, from the Tompkins County Mental Health Services Board
- Recipient, 2017 Part-Time/Adjunct Faculty Honor from The Association for Gerontology in Higher Education
- Various workgroups and committees for The Eden Alternative™

WORKSHOPS and PRESENTATIONS by Lisa A. Kendall

Professional Contributions

The role of hospital based social workers in child abuse prevention and education (co-facilitator). Marywood University Criminal Justice Conference, (1997).

Change agents of the twenty-first century: Social workers in agency leadership (co-facilitator). NASW Meeting of the Profession, Baltimore, MD (2000).

HealthLink: Providing proactive access to healthcare for the working poor. NASW Meeting of the Profession, Baltimore, MD. (2000).

Depression, substance abuse, and suicide in the older adult. Ithaca College Gerontology Institute Workshop, Ithaca, NY (co-facilitator). (2002).

Real problems with real solutions: A practice approach to geriatric depression. Finger Lakes Geriatric Education Center (FLGEC), Ithaca College, Ithaca, NY, 3-hour workshop, (2002); Web-based learning module and two-hour workshop (2003).

In-home respite and caregiver counseling services for families coping with dementia: A model program. (Poster Session). 12th Annual Alzheimer's Disease Education Conference, Philadelphia, PA. (2004).

Red flags! Effective interventions for the depressed, suicidal, or chemically dependent older adult. Workshop at the Ithaca College Gerontology Institute fall conference, "A Meeting of Minds: Mental Health and Mental Illness in Later Life." (2004).

In-home respite and caregiver counseling services for families coping with dementia: A model program. (paper). State Society on Aging of New York, Albany, NY. (2004).

Caregivers at risk: Maintaining the mental health of older adults caring for frail loved ones. NASW Southern Tier Division Conference. (2006).

Red flags! Effective interventions for the depressed, suicidal, or chemically dependent older adult. Alfred University. (2006).

Understanding geriatric depression. New York Association of Health Care Providers Teleconference. (2007).

Compassion fatigue: Self care for clergy working with families & end of life issues. Healing with Hearts and Hands Conference, Wellsville, NY (Keynote address). (2007).

Bio-psycho-social-*what?* Social workers and the rehab team. Ithaca College ACES Conference. (2007).

Debunking the myth: Practical approaches to geriatric depression in home care. New York Association of Health Care Providers Annual Management Conference and Exhibition. (2007).

Sharing Your Wishes Training Manual. (Coauthor). Tompkins County Sharing Your Wishes Coalition. (2009).

New thoughts on the art and science of Elder care: Recognizing and treating depression in Elders and their caregivers. Ithaca College Gerontology Institute Spring Lecture Series. (2010).

(Em)brace yourself: Aging and retirement in the twenty-first century. Seventeenth Annual Conference on Depression, Ithaca, NY. (2010).

Eden at Home: Empowering Elders through person-directed principles in home and community settings (co-presenter). State Society on Aging of New York and NYS Caregiver and Respite Care Association (2012), and NYS NASW Conference (2013).

Facilitating Empowerment (panelist). Facilitative Leadership Webinar Series. The Eden Alternative (2013).

Loneliness, helplessness, and boredom: How three spiritual plagues make Elders vulnerable to financial exploitation (panelist). Ithaca College Gerontology Institute Spring Workshop Series (2014).

Care partnership: Breathing new life into the giving and receiving of care. Binghamton University Care Management Summit (2014).

Person-directed practices in the home: The true heart of Elder care. (Co-presenter) American Society on Aging, Aging in America Conference (2015).

Integrity vs. despair: Person-directed trauma treatment for Elders and their care partners. (Panelist) American Society on Aging, Aging in America Conference (2015).

Making peace with the past: The impact of emotional trauma on Elder well-being and the importance of trauma-informed care. Ithaca College Gerontology Institute Spring Workshop Series (2016); The Eden Alternative International Conference (May, 2016); 3-hour ceu course for Family & Children's Service of Ithaca in April of 2018.

Making peace with the past: A journey of healing for Elders and care partners. 23rd Annual Conference on Depression, Ithaca, NY (November, 2016).

When Elder care hurts: How to listen when depression symptoms are speaking. 25th Annual Conference on Depression, Ithaca, NY (November, 2018).

Making peace with the past: The impact of trauma on well-being and the importance of trauma-informed palliative care. 2nd Conference on Healthy Aging in Rural New York: Emerging Strategies for Local Communities (2018).

Additional presentations listed are representative of a variety of workshops only and not exhaustive:

Discussing sensitive topics. Training for ERAP workers. (2002).

How to talk so they will listen: Communication essentials for you and your aging loved one. Walden Place Assisted Living Community. (2003).

Depression in older adults: Etiology, diagnosis, and treatment. Finger Lakes Geriatric Education Center. (2003).

When the diagnosis is Alzheimer's: Communication skills for caregivers. Tompkins County Office for Aging. (2004).

Ethical dilemmas in social work practice with older adults and their families, Professor C. Pogorzola's Long Term Care Class, Ithaca College. (2004).

Geriatric depression in long term care: Issues for ombudsmen. Workshop for New York State Ombudsmen. (2004).

Difficult conversations about difficult decisions: Advance care planning for caregivers of older loved ones. Tompkins County Office for Aging & the Sharing Your Wishes Coalition. (2005).

Elder care: A family affair? Walden Place Assisted Living Facility. (2006).

Caring for the caregiver: The sandwich generation. Cornell University Lifecycles Workshop. (2007).

Coping with loss: Facing death & bereavement (for Caregivers). Walden Place Assisted Living Community. (2007).

How to talk to Alzheimer's: The nuts and bolts. First United Methodist Church of Homer and Cortland County Area Agency on Aging, Annual Conference. (2007).

More than the blues: Understanding depression in the older adult. (co-facilitator). Three-part series at Lifelong, Ithaca, NY. (2009).

Care partnership: Breathing new life into the giving and receiving of care. Schuyler County Office for Aging (2012), NYS Greater Rochester Stephen Ministers Leadership Conference (2013).

Creating a life worth living. Schuyler County Office for Aging & New York Connects (2013).

The ABC's of well-being: Seven fast & simple strategies for finding your calm center and recovering your balance. Tompkins County Office for Aging (2016).