



LISA A. KENDALL, LCSW-R, CSW-G

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WORK EXPERIENCE

Instructor, Fieldwork

Ithaca College Gerontology Institute - Ithaca, NY

September 2011 to Present

Coordinate and support mentors for a core requirement in a nationally recognized aging studies program; teach a seminar-style course with a focus on person-directed and strengths-based approaches to aging and Elder care. Utilize teaching tools and programs, including Task Stream, Sakai, Homer Connect, Microsoft Office Suite. Honored in my role as adjunct faculty by the Association for Gerontology in Higher Education in 2017.

Educator & Mentor

The Eden Alternative - Rochester, NY

January 2011 to Present

Contract with The Eden Alternative, an international not-for-profit dedicated to improving quality of life for Elders and their care partners, wherever they may live. Provide workshops online and in-person throughout the country on a variety of topics, including the Certified Eden Alternative Associate Training, Dementia Beyond Drugs, and Leadership Pathways to Culture Change. Serve as a Mentor, volunteer for various committees, assist with curriculum revisions, and promote the Eden Alternative philosophy through public presentations in my own community and via professional conferences. Speak at the international conference.

Principal

Lisa Kendall Counseling & Consulting - Ithaca, NY

October 2005 to Present

Manage all aspects of a private social work psychotherapy practice specializing in clinical gerontology, chronic health concerns, and trauma & loss, and serving adults and Elders. Utilize person-directed and trauma-informed interventions based on current discoveries in interpersonal neurobiology, including EMDR, Cognitive-Behavioral Therapy, mindful awareness, and narrative therapy with a somatic focus. Utilize the Eden Alternative Domains of Well-Being and David Emerald's "Empowerment Dynamic" as treatment frameworks. Provide live and online community education and consultation on trauma-informed care, and aging & Elder care issues to organizations and institutions. Utilize online education technology including Ruzuku, Zoom, GoToMeeting, FreeConferenceCall, Eventbrite. Supervise virtual assistant team in marketing efforts using LeadPages, aWeber, MailChimp, WordPress, Facebook Ads.

Training Consultant

Sharing Your Wishes Advance Health Care Planning Coalition - Ithaca, NY

April 2005 to 2016

Worked with a local team and collaborated with a regional coalition under a grant from the Community Foundation of Western and Central New York to raise awareness about the importance of having meaningful conversations about preferences for end of life care. Received training from Gunderson Lutheran in LaCrosse, WI, and was certified as an Instructor in their "Respecting Choices" advance health care planning program. Created a local program to train gatekeepers in advance health care directives and how to support communication between individuals and their families and care teams. Co-authored a training manual and electronic version for distribution to the community for ongoing staff development and training. Continued providing workshops on this topic beyond the initial 3-year grant.

Facilitator, Monthly Caregiver Support Group

Cortland County Office for Aging - Cortland, NY

July 2003 to June 2013

Medical Social Worker

Visiting Nurse Service of Ithaca & Tompkins County - Ithaca, NY

October 2009 to December 2010

Provide home visits and social work services to both acute and long term clients and their families for a free-standing not-for-profit Medicare certified home health agency. Facilitate "Eden at Home" workshops for staff as well as contract allied health professionals, family and community care partners, and board members. Conduct agency "warmth" surveys to assess staff satisfaction, and report results to management and to The Eden Alternative. Represent the agency at community outreach and education functions and plan and execute agency events.

Caregiver Counselor & Respite Program Coordinator

Family & Children's Services Home Care - Ithaca, NY

August 2001 to August 2009

Provided supportive counseling & education to informal caregivers of Elders living with chronic health issues. 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. Wrote articles for the newspaper about aging and Elder care issues. Supervised graduate social work interns from CSWE-accredited programs and wrote additional grants as needed.

Prevention & Education Coordinator

The Alcohol and Drug Council of Tompkins County - Ithaca, NY

September 2000 to April 2001

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 Program. 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.

Care Management Coordinator

Lakes Region General Hospital - Laconia, NH

October 1999 to August 2000

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.

Senior Consultant

Work & Family Services, Cornell University - Ithaca, NY

August 1998 to September 1999

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 Elder care, 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 in the workplace. While in this position, attended advance training in Human Resources, and qualified for and attained certification as a Senior Professional in Human Resources (SPHR) by the Society for Human Resources (SHRM).

Clinical Social Worker

United Health Services Hospitals - Johnson City, NY

April 1996 to July 1998

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.

Director

Elder Care Consultation and Referral Service - Binghamton, NY

December 1987 to December 1997

- Twin Tier Home Health, Inc.: December, 1987 - December, 1995
- Broome County Child Development Council: April, 1996 - December, 1997

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 family care partners of older 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.

Health Education Representative

Broome County Chapter, American Red Cross - Binghamton, NY

April 1986 to December 1987

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
(includes full-time experience in nursing home & adult day program settings while pursuing undergraduate degree)

EDUCATION

Master's degree in Social Work

Marywood University - Scranton, PA

September 1993 to May 1996

B.A. degree in Psychology

Wilkes College - Wilkes-Barre, PA

1987

A.A. degree in General Studies

Keystone College

September 1979 to May 1982

SKILLS

- Training
- Discharge planning
- Teaching
- Microsoft office
- Change management
- Team building
- Time management
- Customer service
- Organizational skills
- Leadership development
- Human resources
- Adult education
- Problem solving
- Presentation skills
- Event Planning
- Microsoft Excel
- Microsoft Word
- Public Speaking
- Customer Service Skills
- Powerpoint
- Home Health

AWARDS

Ann Birnbach Award for Outstanding Mental Health Professional

2005

Recipient, 2005 Ann Birnbach Award for Outstanding Mental Health Professional, from the Mental Health Association of Tompkins County, NY

Outstanding Service Award

2009

Recipient, 2009 Outstanding Service Award, from the Tompkins County, NY, Mental Health Services Board.

Part-Time/Adjunct Faculty Honor

2017

Recipient, 2017 Part-Time/Adjunct Faculty Honor from The Association for Gerontology in Higher Education.

CERTIFICATIONS AND LICENSES

New York State Licensed Clinical Social Worker

through December 2022

Certificate Supervisory Leaders in Aging (NASW)

August 2019

Clinical Social Worker - Gerontology (NASW)

April 2007 to April 2021

Educator & Mentor, The Eden Alternative

January 2010 to Present

Peer Leader, Stanford University Chronic Disease Self-Management Program

2011

Peer Leader, Stanford University Diabetes Self-Management Program

2012

Instructor, Respecting Choices Advance Health Care Planning

2005

Training by Gunderson Lutheran Medical Center, LaCrosse, WI.

Red Cross Disaster Mental Health Services

2000

Critical Incident Stress Debriefing

1996 to Present

Took CISD training in 1996, 1997, and 1998 and served on the Critical Incident Stress Management Team for United Health Services Hospital System. Provided defusing and debriefing as well as planning for crises for the hospital system, staff, community first responders, and for corporate clients of the hospital's EAP program clients.

GROUPS

Honor Society Membership

1987 to Present

Member, Alpha Epsilon Lambda, (graduate and professional honor society); Psi Chi, (psychology honor society); and Sigma Phi Omega, (gerontology honor society, Ithaca College Chapter)

Community Advisory Group, Ithaca College Gerontology Institute

2002 to Present

National Association of Social Workers (NASW)

1996 to Present

Member, National Association of Social Workers and New York State Chapter of NASW, Southern Tier Chapter. Have served on the state level program committee, and presented for the national conference.

Cornell University President's Advisory Council on Work and Family Affairs

Present

Serving as an expert on Aging and Elder care issues.

Pastoral Counseling Service

2005 to 2007

Founding Member, Pastoral Counseling Service, Ithaca, NY. Supported the group as it became a 501(c)3 organization.

Bereaved Parents Support Group

2007 to 2008

Founding Member, Bereaved Parents Group, through Hospicare of Ithaca, NY. This group has grown and become a part of The Compassionate Friends network of support for parents and siblings of children who have died.

LINKS

<https://lisakendallcounseling.com/>

PUBLICATIONS

Workshops, Presentations, and Professional Contributions, 1997-present

1997

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).

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

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).

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).

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).

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

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

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

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

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

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

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

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).

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

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

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).

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), Binghamton University Care Management Summit (2014).

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

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).

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).

Co-author and host for online study group and print study guide for Ashton Applewhite's book, *This chair rocks: A manifesto against ageism*. (2017).

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).

Trauma-informed care: Making peace with the past. Full-day workshop for LeadingAge Nebraska and the Nebraska Culture Change Coalition (June, 2019), and for the Tompkins County, NY Human Services Coalition (October, 2019).

Workshop proposals accepted for the Eden Alternative 2020 International Conference (Denver, CO):

- **Creating Circles of Connection: Finding Eden in Behavioral Health** (co-facilitator)
- **Foundations of Trauma-Informed Care**
- **Sexuality and Intimacy: Exploring the Myths** (co-facilitator)