

## Chapter 21

### SOCIAL SERVICES COORDINATOR

#### **INTRODUCTION**

It is the Department of Housing and Urban Development's (H.U.D) finding that service coordinators are necessary to coordinate supportive services for the elderly, disabled, and families residing in eligible housing projects. The U.S. Department of Housing and Urban Development (HUD) funds this program designed to ensure that residents of public housing receive assistance with utilizing community resources.

At the Independence Housing Authority, service coordinators are needed to link the elderly, disabled, and families residing in IHA's Low Rent Public Housing developments to the supportive services necessary for them to remain independent, live in their own homes, and assist Property Managers with issues relative to resident lease compliance. The service coordinator is not a case manager. It is the responsibility of the service coordinator to obtain needed supportive services from community agencies.

Families living at the Independence Housing Authority's development have various unmet social needs which are difficult for management to work with and resolve effectively. Service Coordinators fulfill this need and have the responsibility to assist residents in the obtainment of services. Unresolved social needs have a devastating impact on individual families and in turn directly impact the management of the project, thus services provided are intended to prevent premature and inappropriate institutionalization for the elderly and persons with disabilities, maintain community stability in family developments, and make resource allocation decisions which enable residents to stay in the community.

Problem solving, which promotes active communication between residents and the management team, makes management's job easier, improves the lives of the tenants, and builds communities in the process.

Service coordinators, whom are part of the management team, benefit individual tenants

#### **A. TITLE 42--THE PUBLIC HEALTH AND WELFARE CHAPTER 135 RESIDENCY AND SERVICE REQUIREMENTS IN FEDERALLY ASSISTED HOUSING.**

#### **SUBCHAPTER III--SERVICE COORDINATORS FOR ELDERLY AND DISABLED RESIDENTS OF FEDERALLY ASSISTED HOUSING**

**Sec. 13631. Requirement to provide service coordinators**

**(A) In general: service coordinators are:**

**To coordinate the provision of supportive services for elderly and disabled residents, as well as individual families residing in IHA's housing developments.**

**No such family may be required to accept services.**

**Responsibilities: Each service coordinator of a covered federally assisted housing project shall consult with the owner of the housing, tenants, any tenant organizations, any resident management organizations, service providers, and any other appropriate persons.**

- 1. To identify the particular needs and characteristics of elderly, disabled and families who reside in the project and any supportive services related to such needs and characteristics;**
- 2. Shall manage and coordinate the provision of such services for residents of the project;**
- 3. May provide training to tenants of the project in the obligations of tenancy or coordinate such training; and**
- 4. May carry out other appropriate activities for residents of the project.**

**Included supportive services referred to under this section may include:**

- a) Health-related services;**
- b) Mental health services;**
- c) Services for non-medical counseling;**
- d) Meals;**
- e) Transportation;**
- f) Personal care;**
- g) Bathing, toileting, housekeeping, chore assistance,**

- h) Safety;
- i) Group and socialization activities;
- j) Assistance with medications (in accordance with any applicable State laws);
- k) Case management;
- l) Personal emergency response; and
- m) Other appropriate services.

The Service Coordinator should not be assigned responsibility as the project's recreational or activities director, not provide supportive services directly (except in emergency situations).

The Service Coordinator, also, cannot assist with other administrative work normally associated with "THE PROJECT(S) OPERATING BUDGET". (Required, Office of Housing's Management Agent Handbook 4381.5, Revision-2, Change-2, Chapter 8)

## **B. SERVICE COORDINATOR FUNCTIONS AT IHA**

The service coordinator reports to the property manager at the Independence Housing Authority. The coordinator will consult with tenant organizations where appropriate.

Service coordinators at the Independence Housing Authority have the responsibility of linking tenants within the project to supportive services or medical services provided by public agencies or private practitioners within the general community.

The service coordinator may assess service needs, determine eligibility for public services, and work with the resident population in regards to service provision as follows. The major functions of the service coordinator are as follows: (See Tables I & II):

- ***Establishes linkages*** with all agencies and service providers in the community; shops around to determine/develop the best "deals" in service pricing to assure individualized, flexible and creative services for the involved residents).
- ***Sets up a directory of providers*** for use by both project staff and residents.
- ***Refers and links the residents of the project to service providers*** in the general community; these are, for example, case management, personal assistance, homemaker,

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meals-on-wheels, transportation, counseling, occasional visiting nurse, preventive health screening/wellness and legal advocacy.

- **Educate residents on service availability**, application procedures, client rights, etc., providing advocacy as appropriate.
- **May develop case plans** in coordination with the assessment of services in the community.
- **Monitor the ongoing provision of services from community agencies** and keeps the case management and provider agency current with the progress of the individual.
- **Manages** the provision of supportive services where appropriate.
- **May set up** volunteer support programs with service organizations in the community.
- **Help** the residents build informal support networks with other residents, family and friends.
- **May provide training to** project residents in the obligations of tenancy or coordinate such training.
- **May educate other staff** on the management team on issues related to aging in place and service coordination, to help them to better work with and assist the residents.
- **May provide formal case management** (i.e. evaluation of health, psychological and social needs, development of an individually tailored case plan for services and periodic reassessment of the resident's situation and needs) for a resident when such service is not available through the general community.

**Function (s) of a Service Coordinator in Family Projects of IHA:**

The following provides a list of functions a service coordinator may perform. The exact role for the service coordinator shall be designed to meet the needs of the project's community:

- **Provides general case management** which includes intake, education (services available and application procedures) and referral of residents to service providers in the general community. These social services may include job training, drug and alcohol counseling, preventive health screening, and other family services.
- **Sets up Service Agency Listing for Self-Referral.** - This directory may include a listing of State and/or local service providers that residents can contact for assistance (e.g., services to families, children, individuals who are elderly, persons with disabilities, emergency

assistance). In many cases State and local governments can also provide a listing of the non-profit agencies with which they contract for services.

- **Sponsors** educational events which may include subjects relating to health care, job search seminars, life skills training, etc.
- **Facilitate the formation** of Self-Help Groups -within the project’s community if a particular need is evident. The formation of small groups will assist in fostering a sense of community and encourage residents’ efforts to support and assist each other.
- **Monitors** the ongoing provision of services from community agencies and keeps the case management and provider agency current with the progress of the individual.
- **Manages** the provision of supportive services where appropriate.
- **Sets up** volunteer support programs with service organizations in the community.
- **Helps** the residents build informal support networks with other residents, family and friends.
- **Provides training** to project residents in the obligations of tenancy or coordinates such training.

**C. ACTIVITIES SERVICE COORDINATORS ARE REQUIRED TO PERFORM**

**TABLE I**

• <b>Link residents to supportive services.</b>	• <b>Help residents build informal support networks.</b>
• <b>Educate residents on service availability.</b>	• <b>Consult with tenant organizations.</b>
• <b>Establish linkage with service providers.</b>	• <b>Create a directory of service providers for residents.</b>
• <b>Provide case management.</b>	• <b>Educate property staff on resident issues.</b>
• <b>Monitor the provision of services.</b>	

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**D. ACTIVITIES SERVICE COORDINATORS MAY NOT PERFORM**

While working under HUD funding, Service Coordinators may not:

**TABLE II**

<ul style="list-style-type: none"><li>• Act as a recreational or activities director.</li></ul>	<ul style="list-style-type: none"><li>• Provide supportive services directly.</li></ul>
<ul style="list-style-type: none"><li>• Assist with property management work.</li></ul>	Act as a Neighborhood Networks program Coordinator.

The services provided resident of IHA development may be provided through any agency of the Federal Government or any other public or private department, agency, or organization.