

HUD Service Coordinator Training Guidelines

- *Required minimum: 36 hours classroom/seminar training prior to hire or within 12 months of initial hire date.
- Required annual (after 1st year) = 12 hours (additional training costs to be approved after meeting statutory requirements listed below)
- Managing agent to document conformance with training requirements and be made available to HUD staff during management reviews (to include: * subject matter * length of time of training * sponsoring organization * date * cost)
- The 36 hours MUST cover ALL 9 of the following subject areas:

Aging Process

- ✓ An aging population/aging process: physical, mental, social issues affecting the older population (non-elderly sites address as necessary)
- ✓ Medication/Substance abuse: (elderly and/or disability population)
- ✓ Mixed populations: Diversity training and methods to work effectively with elderly and people with disabilities.
- ✓ The Disabled population / Social changes associated with aging for residents with disabilities: general information about 'types' of disabilities and ways to find appropriate service
- ✓ Strategies for dealing with cognitive impairments: Mental illness, depression, Alzheimer's and other dementias or cognitive impairments
- ◆ Other health problems among the aging: acute and chronic ailments of the aging population such as arthritis, heart disease, osteoporosis, etc.
- ◆ Crime and self-protection: Common crimes committed against residents: crime awareness strategies
- ◆ Death and loss: may involve cultural diversity issues
- ◆ Living wills/Trusts: fundamentals of living wills and trusts: how to 'introduce' these to the resident population
- ◆ Guardianship/Power of Attorney: Fundamentals of guardianship and power of attorney: issues and implications for residents and families

Elder Services

- ✓ Supportive services for the aging (elder services): The senior service provider network (non-elderly sites address as necessary and see below)
- ✓ Supportive service needs of non-elderly people with disabilities: The service



- ◆ provider network
- ◆ **Role of the Service Coordinator:** The purpose, role, functions of the service coordinator position (HUD notice H - 94-99 and HUD handbook 4385.1 Rev - 2, Chapter 6)
- ◆ **Identifying service needs and availability:** Methods/systems/processes for service needs of residents and what services are available to meet them (information on case management, resident usage, and issues surrounding cultural issues and usage)
- ◆ **Monitoring and evaluating effectiveness of services; their adequacy and need for changes:** Ways to monitor 'established' resident care plans for effectiveness, adequacy and possible changes
- ◆ **Networking:** the process of establishing service linkages and available community resources for serving the resident population
- ◆ **Creative strategies in service provision:** alternatives to traditional approaches in finding resources and services
- ◆ **Ethics/Confidentiality**
- ◆ **Record keeping and reporting:** techniques for file organization, documentation, and reporting; form development

Disability Services

- ✓ **Supportive service needs of non-elderly people with disabilities:** The service provider network
- ✓ **Strategies for Dealing with cognitive impairments:** Mental illness, depression, Alzheimer's and other dementia or cognitive impairments

Federal and Applicable State Entitlement Programs Covering Both the Elderly and People with Disabilities

- ✓ **Federal programs and requirements:** Training to include the following: The Older Americans Act, Community Services Block grants, the Fairhousing act, Section 504, The Developmental Disabilities Act, ADA, and civil rights statutes as appropriate
- ✓ **State administered programs & requirements/entitlement programs:**
Training to include the following: Medicaid and other state administered supportive service programs
- ✓ **Legal liability:** Issues of legal liability for the service coordinator
- ◆ **HUD's Service Coordinator Program:** Basic knowledge of policies and procedures of HUD's SC program (notice H - 94- 99)
- ◆ **Locally administered programs & requirements:** training to include city, county programs and non-governmental programs impacting the position such as geriatric assessment services, local service agencies (homemaker, meals on wheels, disability



counseling) and AAA's

Legal Liability Issues Relating to Providing Service Coordination

- Legal liability: Issues of legal liability for the service coordinator
- ✓ The disabled population: Social changes associated with aging for residents with disabilities: general information about 'types' of disabilities and ways to find appropriate services

Medication/Substance Abuse

- ✓ Medication/Substance abuse: (elderly and/or disability population)

Mental Health Issues

- ✓ Mixed populations: Diversity training and methods to work effectively with elderly and people with disabilities.
- ✓ The disabled population: Social changes associated with aging for residents with disabilities: general information about 'types' of disabilities and ways to find appropriate services.

Strategies for Communicating Effectively in Difficult Situations

- ◆ Working with resident organizations: Strategies to engage residents in community 'spirit' and supporting service provision - may include diversity issues
- ◆ Support networks for residents: Identifying the various support networks available to residents and ways to enhance those networks
- ◆ Peer networks: Creating one's own network as a service coordinator and effective vehicles for sharing/learning information from one's peers
- ◆ Working with volunteers: local volunteer network and how to set-up a volunteer organization
- ◆ Working with aides: How to set-up a para-professional arrangement
- ◆ Working with management agents: Understanding the manager's role and priorities; team building techniques

Strategies for Dealing with Cognitive Impairments

- ✓ Mixed populations: Diversity training and methods to work effectively with elderly and people with disabilities

Other Eligible Training Subjects

- ✓ Communicating effectively in difficult situations: conflict resolution, methods to deal with unresponsive people.



HUD Service Coordinator Training Guidelines continued

- ◆ **Negotiation/Brokering:** Techniques on effective negotiation and bartering for services and identifying resources for services.
- ◆ **Counseling:** Skills in counseling residents and families; effective listening techniques; dealing with cultural diversity issues
- ◆ **Advocacy:** Effective ways to be an advocate for the resident population
- ◆ **Teamwork/Consensus building:** Group dynamics skills in achieving consensus teambuilding
- ◆ **Motivation:** Strategies in helping residents to make their own choices (may involve cultural diversity issues)
- ◆ **Outreach strategies:** Effective ways to tap resources to market service coordination efforts

✓ Required/Statutory

◆ Optional



American Association of Service Coordinators
www.servicecoordinator.org