



## **SC101: Fundamentals of Service Coordination Module Descriptions**

Education and training service coordinators are central to AASC's mission. Managers rely on our targeted education programs to orient and prepare service coordinators to perform at their best and our *SC101: Fundamentals of Service Coordination* education provides them a comprehensive training program for new hires and can be a “refresher” for veteran service coordinators.

AASC's *SC101: Fundamentals of Service Coordination* series contains six courses designed to provide new coordinators with the fundamentals on their roles, responsibilities and relationships, and industry best practices for ethical conduct, appropriate documentation, determining program outcomes and outcomes measures and effective resource network development.

AASC's *SC101: Fundamentals of Service Coordination* is the perfect package for managers who want to provide their newly hired coordinators with a full spectrum education, designed by industry experts who are committed to their success. The series was originally designed to meet HUD training requirements for service coordinators working in subsidized housing for older adults. However, it has been revised and updated to be applicable to all service coordinators who work with all demographics of tenants in subsidized or affordable housing communities.

The following are overviews for each course in the series.

### **The Role of the Service Coordinator (1.0 hours)**

This course sets the stage for understanding the purpose, role and functions of a service coordinator in an affordable or subsidized housing setting. The course discusses how the service coordinator's role applies to: aging in place, increasing a resident's self-sufficiency, empowering vs. enabling, intake/assessment essentials, activities of daily living skills (ADL's) and confidentiality/support and connecting to services/community resources. The foundational information in this course provides new service coordinators with the knowledge they need to function effectively in their role and as an integral member of the property management team.

### **Learning Objectives**

- Understand the essential activities of a service coordinator as a facilitator, investigator, advocate, educator/advisor, networker and referral agent.
- Learn how service coordinators utilize community resources to achieve results.
- Learn the benefits of service coordination.

### **Ethical Considerations for Service Coordinators (1.5 hours)**

Service coordinators are engaged in building, nurturing and/or maintaining trusting and empowering relationships with their residents, on-site property team and the housing organization's management on a daily basis. Because of these duties and responsibilities, service coordinators need a thorough understanding of ethical conduct, roles and boundaries. This course provides service coordinators with a foundational



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knowledge of ethics and ethical conduct via AASC's Code of Ethics and a review of the standards of conduct that apply to all work relationships. The course also reviews methods service coordinators and the team can use to delineate boundaries, monitor potential violations and offers some best practices for decision making and conduct when ethical dilemmas arise.

### **Learning Objectives:**

- Understand the rights of individuals and learn best practices for maintaining privacy and confidentiality.
- Gain the ability to define personal and professional boundaries, identify potential violations and address known issues.
- Learn ways to work effectively with residents, property management team members and the housing organization's management to resolve ethical dilemmas.

### **Service Coordinator Documentation Standards and Best Practices (1.0 hours)**

Service coordinators document, share and track data on their residents in order to connect them with information and resources to maintain their health and self-sufficiency. Proper recording and disclosure of resident data requires a thorough understanding of documentation standards, ethical conduct, privacy and confidentiality to protect the resident's rights while connecting them with appropriate resources, services and supports. This course covers the components of a resident file with guidelines and best practices for documentation and tools for tracking, compliance, storage and confidentiality.

### **Learning Objectives:**

- Gain an understanding of the importance of documentation and the role it plays in service coordination.
- Learn good recordkeeping practices and what elements are included in a resident file.
- Learn the importance of effective and timely documentation

### **Developing a Resource Network (1.0 hours)**

Creating and nurturing a robust resource network is an essential component of the service coordinator role. This course will provide a comprehensive framework for building a Resource Directory that incorporates best practices for increasing the quantity, quality of community partners and the variety of services they provide to your property and residents. This course will also help service coordinators to understand "traditional" or formal networks versus "non-traditional" or informal networks. Additional information covered in this course focuses on developing an "elevator speech" to introduce yourself, what you do and who your residents are, as well as provide techniques for relationship-building with community partners. The course will show how service coordinators can blend these skills with proven outreach strategies to engage and energize new and existing community partners and also outlines methods for expanding partner engagement by moving them into the role of active advocates for your property and programs.



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### **Learning Objectives:**

- Gain an understanding of formal and informal supportive services networks.
- Learn strategies for identifying community-based supports and services through the development of a resource directory.
- Gain an understanding of the importance of collaborating with non-traditional partners

### **Service Coordinator Relationships: An Integrated Team Approach (1.0 hours)**

Adding a service coordinator to an existing team of professionals requires forethought, education and collaboration to ensure success. This course provides a foundational understanding of the roles, responsibilities, and limitations of each member of the property's support team. The course will provide strategies for how service coordinators, managers and staff can work together to establish clear and realistic expectations and define boundaries to reduce misunderstandings and produce results. This course provides best practices, processes and policies to assist managers and service coordinators as they endeavor to build a successful partnership based on effective communication and mutual respect.

### **Learning Objectives**

- Identify and gain an appreciation of the various roles, responsibilities and contributions of team members.
- Understand practical models of establishing accountability and the importance of cooperative relationships among team members.
- Identify strategies for establishing "rules of engagement" for conflict resolution among both team members and residents

### **Measuring Program Outcomes and Success (1.5 hours)**

Service coordinators document, measure and report on the outcomes and meaningful results they produce with older adults, people with disabilities and families to demonstrate their success and ensure program continuity. Outcome measurements provide service coordinators, managers and funders with an empirical means to quantify, communicate and monitor program effectiveness and the impacts generated. This course provides practical strategies and tracking tools service coordinators, managers and teams can use to establish and measure inputs, activities, outputs and outcomes and reviews how a comprehensive logic model can be used to measure performance indicators, collect and analyze data, and report findings.

### **Learning Objectives:**

- Learn to define, identify, track and assess metrics for programs/services.



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- Develop an understanding of practical and easy-to-use outcome measurement tools, techniques and processes.
- Learn to use outcome findings to increase effectiveness and improve programs and outcome performance.
- Learn how outcome findings can help communicate the value of programs and services.