Putting the Pieces Together:

Explaining the Department of Housing and Urban Development Training Guidelines for First-Year Service Coordinators
HUD’s Minimum Training Requirements for *First-Year* Service Coordinators Serving Elderly/Disabled Residents

“All Service Coordinators serving the elderly and people with disabilities must have met a minimum of 36 training hours of classroom/seminar time before hiring, or will complete these minimum training requirements within 12 months of initial hiring.”

-Chapter 8, Section 8.9
Navigating the Terminology

**Core Areas** = Five (5) main areas of training that encompass related training subject areas

**Core Subarea** = An area focused on property and property management principles

**Optional Subjects (Skill) Areas** = Related subject areas (under a core area) that are not statutory requirements

**HUD Required Subjects (Skill) Areas** = Two (2) subject areas that are a HUD requirement

**Statutory Subjects (Skill) Areas** = A set of seven (7) subject areas required by law
Statutory & Required Subject Areas for First-Year Service Coordinators

First-Year Service Coordinator
Statutory & Required Subject Areas

- Elder Services
- Dealing with Cognitive Impairments
- Federal & Applicable State Entitlement Programs
- Mental Health Issues
- Disability Services
- Communicating Effectively in Difficult Situations
- Legal Liability & Service Coordination
- Medication & Substance Abuse

Statutory Subject Requirements = Orange
HUD Required Subjects = Pink
Utilizing the Training Charts

- Core Area
- Optional Subject Area
- Optional Subject Area
- Optional Subject Area
- Optional Subject Area
- Optional Subject Area
- HUD Required Subject Area
- Statutory Subject Area
Core Area 1: The Professional SC

- Supportive Service Needs of Non-Elderly People w/ Disabilities
- Role of the SC
- Identifying Service Needs and Availability
- Monitoring and Evaluating Services, Effectiveness, Adequacy and Needs
- Networking
- Creative Strategies in Service Provision
- Ethics & Confidentiality
- Record Keeping & Reporting

Statutory Subject Requirements = Orange
HUD Required Subjects = Pink
Core Area 2: Government Programs & Legal Requirements

- State-Administered Programs, Requirements & Entitlements
- Federal Programs & Requirements
- Locally-Administered Programs & Requirements
- HUD's Service Coordinator Program
- Legal Liability

Statutory Subject Requirements = Orange
HUD Required Subjects = Pink
Core Area 3: Community Relations

- Working with Resident Organizations
- Support Networks for Residents
- Peer Networks
- Working with Volunteers
- Working with Aides
- Working with Management Agents

Statutory Subject Requirements = Orange
HUD Required Subjects = Pink
Core Area 4: *Communications*

- Communicating Effectively in Difficult Situations
- Negotiating & Brokering
- Counseling
- Advocacy
- Teamwork & Consensus-Building
- Outreach Strategies
- Motivation

Statutory Subject Requirements = Orange
HUD Required Subjects = Pink
Core Area 5: Current Issues

- On-Line Service Coordination
- Aging Population & Aging Process
- Medication & Substance Abuse
- Guardianship & Power of Attorney
- Mixed Populations
- Disabled Population
- Dealing with Cognitive Impairments
- Death & Loss
- Crime & Self Protection
- Other Health Problems Among the Aging
- Living Wills & Trusts

Statutory Subject Requirements = Orange
HUD Required Subjects = Pink
Core Subarea 1: Admin. & Project Mgmt.

- Resident Selection & Termination
- Basics of Finance & Accounting
- Occupancy Issues
- Emergency Procedures

Statutory Subject Requirements = Orange
HUD Required Subjects = Pink
Terminology

**Core Areas** = Five (5) main categories of training that encompass related training subject (skill) areas that are either statutory or required (for first year SCs) or optional (not required for first year SCs). Veteran SCs are encouraged to attend trainings in the 5 core areas, as part of their on-going professional skill development.

(slides 6-10)

**Core Subarea** = An area that helps the SC gain a basic understanding of the property and property management principles.

(slide 11)

**Optional Subjects (Skill) Areas** = Related subjects under a core area that are not statutory for first year SCs, but still count toward the 36 (or 12) hour requirements and are beneficial for any SC’s overall skill development.

**HUD Required Subjects (Skill) Areas** = Two (2) subject (skill) areas that are identified as “critically important” for SCs serving the elderly/disabled, and are **HUD requirements** for first year SCs.

(slides 4, 9 & 10)

**Statutory Subjects (Skill) Areas** = A set of seven (7) required subject (skill) areas that a SC is required by law to complete training in, as part of their first year requirements.

(slide 4)
Additional Resources

- **HUD Chapter 8, Section 8.9 (Training Guidelines for Service Coordinators)**
- **Putting the Pieces Together - Handout**
- **AASC Website:** [www.servicecoordinator.org](http://www.servicecoordinator.org)
- **HUD Website:** [www.hud.gov](http://www.hud.gov)
Contact Information

**HUD Contact Information**

U.S. Department of Housing and Urban Development  
451 7th Street S.W., Washington, DC 20410  
Telephone: (202) 708-1112 TTY: (202) 708-1455  
www.hud.gov

**AASC Contact Information:**

info@servicecoordinator.org  
www.servicecoordinator.org  
614-848-5958
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