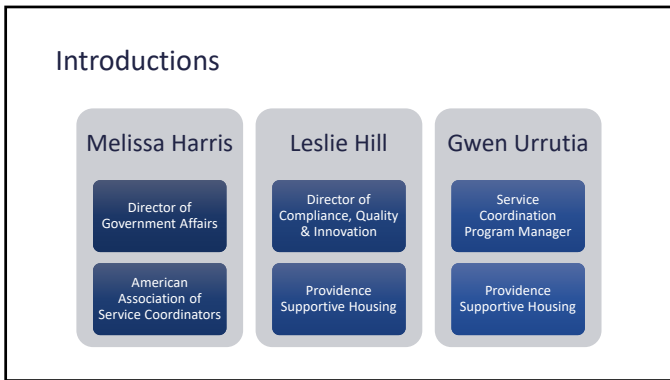
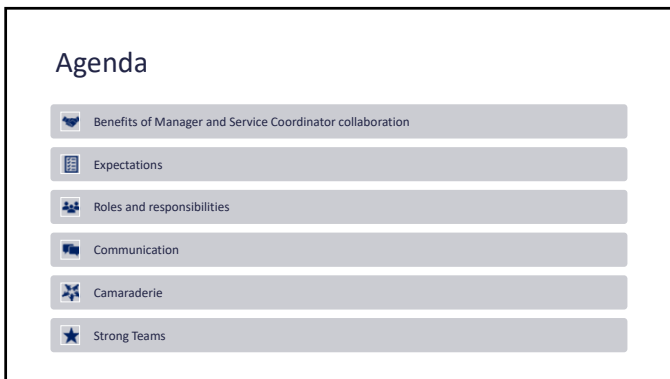




1



2



3

Benefits of Service Coordination

Marketing opportunity for potential tenants	Decline in premature apartment turnover	Reduction in apartment damages
Heightened sense of community	Increased awareness of resident concerns and community resources	Significant stress reduction on manager and other facility staff, which reduces staff turnover

4

How Service Coordination Impacts Property Managers

"Overall, this study finds a high level of satisfaction with the program and a strong belief among property managers that service coordination improves residents' quality of life."
-Multifamily Property Managers' Satisfaction with Service Coordination Report



5

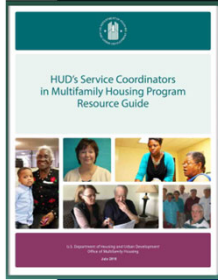
How Property Managers Impact Service Coordination

<p>1</p> <p>Prevent Unnecessary Service Coordinator Turnover</p>	<p>2</p> <p>Reduce Resident Barriers to Support</p>	<p>3</p> <p>Encourage Resident Participation</p>
---	--	---

6

HUD Expectations

- **Collaboration while maintaining delineation of roles**
 - Ongoing communication
 - Clear strategies for supporting residents
- **Training about service coordination**
 - HUD Service Coordinators in Multifamily Housing Program Resource Guide
 - This conference presentation!



7

Effective Collaboration = Quality Housing



8

Effective Collaboration



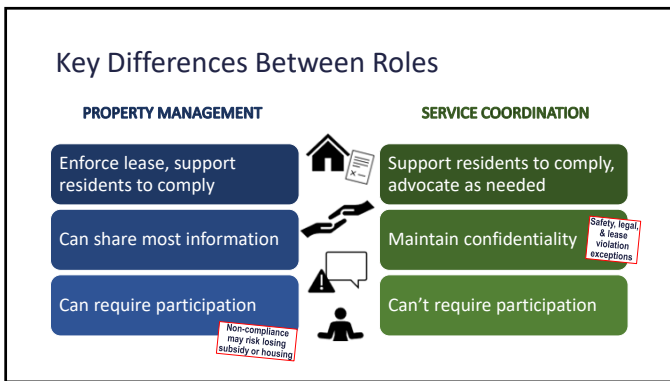
9



10




11



12

Role Related Conflicts

Lack of role knowledge



PM: I need you to get Betty a house cleaner.

SC: We all know Bob is smoking in his unit & everyone is complaining. Is anything ever going to happen?

13

Role Related Conflicts

Grey areas

PROPERTY MANAGEMENT	Grey areas	SERVICE COORDINATION
Ask about details of disabilities	Vendor entry Work orders Reasonable accommodation requests	EIV
Assessing resident needs	Rent collection Lease violation Inspection failures Emergencies	Property Management Administrative tasks
Providing case management	Building-wide issues Programs, Events	Activity Director

14

Considerations with Grey Areas and Roles

- What is practical?
- Will inaction negatively impact residents? 😞
- Ongoing vs. one-time? 📅
- Time commitment? 🕒
- Opportunities? 🚩

15

Collaboration Examples

Lease Violation

- Issues lease violation notices
- Referral to SC
- Follows up regarding compliance
- Initiates eviction proceedings if necessary

Community Activities

- Plans/organizes social activities
- Promotes participation and socialization
- Logistics: orders food, sets up chairs, etc.

Service Coordinator

- Outreaches to resident
- Listening ear
- Problem solving
- Advocacy
- Outside resource

Property Manager

- Encourages resident attendance
- Engages with residents at event
- Participates as staff team member, but not as activity director

19

Promoting Resident Understanding

Role Clarification for Residents

Consistent referral to appropriate staff

Role descriptions on office doors

Staff announcements by role at community meetings

Descriptions of staff roles in Tenant Handbook or welcome packet

Newsletter sections

Question about understanding role differences on annual survey

I understand the differences between roles of the Service Coordinator and the Property Management staff.

	N	%
Yes	470	84%
Somewhat	60	12%
No	20	4%
Blank	11	2%
Total	561	100%

20

External Solutions

Employer

Job description

HR

Quality Assurance

SC appropriate functions

AASC

Best Practices

HUD

SCMFH Guidebook

21

Right information gets to the right person, in the right way, at the right time

Communication

Dialogue occurs when necessary

22

Communication Related Conflicts

What is & isn't shared

CONFIDENTIAL INFORMATION	EXCEPTIONS TO CONFIDENTIALITY	RESIDENT ISSUES	BUILDING-WIDE ISSUES	EMERGENCY/NEED-TO-KNOW
<p>I gave you a referral about Betty's hygiene but it's still a problem. What's going on with her?</p> <p><i>inappropriate questions</i></p>	<p>You knew 2 months ago that Bob's girlfriend moved in? Why didn't you tell me?</p> <p><i>SC not sharing information that is an exception to confidentiality</i></p>	<p>If I'd known we had a new resident, I would have done outreach to them.</p> <p><i>Not sharing resident issues or changes</i></p>	<p>Alarm testing Friday?! I have an event happening!</p> <p><i>PM not sharing important building-wide activities/leaves</i></p>	<p>There's an emergency and I've never been told what to do!</p> <p><i>Lack of important information for any staff to know</i></p>

Clarify what can, can't, & should be shared

23

Communication Related Conflicts

What is communicated & what is understood

<p>PM: We're going to start the eviction process with Bob. He's getting a 10-day.</p> <p>SC: Bob's being evicted in 10 days?!</p>	<p>SC: Betty is requesting a keycard for a caregiver who is going to start coming.</p> <p>PM: Great, finally someone will deep clean her apt and clean that cat litter box!</p>
---	---

Check your understanding!

24

Routine Information Sharing

- Staff Meetings
- 1-1 Check-Ins
- Staff Group Chat
- Daily Log

Building-wide issues impacting residents

Safety concerns

Lease violations

Programs/Events

Household changes/updates

"The elevator is going to be out of service for 4 hours."

"Betty has used the call for aid three times this week."

"Bob is getting a pay or vacate notice today; he is one month behind on rent"

"We're having a cooking class on Friday."

"I'm going to be out of the office from 11-2 on Wednesday."

25

Standard Information Sharing Practices

Consistent way information is shared

- When to share
- How to share
- What to share

Benefits:

- Reduce errors
- Shared expectations

RESIDENT ASSISTANCE

Management always alerts SC using the Referral Form emailed or put in Service Coordinator mailbox

APARTMENT REPAIRS

Staff direct or assist resident to always complete a Work Order Request Form emailed or put in Maintenance mailbox

26

Communication Tools

Referral for SC Assistance

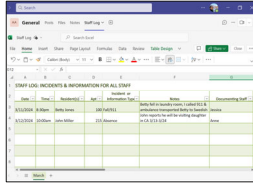
Staff Meeting Agenda

Meeting Date:		Staff in attendance:	
Agenda Item	Resident(s)	Staff Follow-up, Tasks, Responsibilities	
Staffing updates	-		
Household changes			
Unit Issues			
Facility Issues	-		
Incidents, Health, & Safety Concerns			
Violations			
Upcoming Community Events and Meetings			
Date & Time	Event/Meeting	Process/Goal	Staff Tasks & Responsibilities

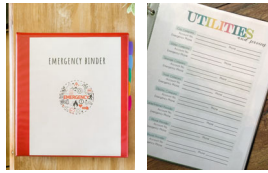
27

Communication Tools

Staff Log



Emergency Information & Contacts Sheets



28

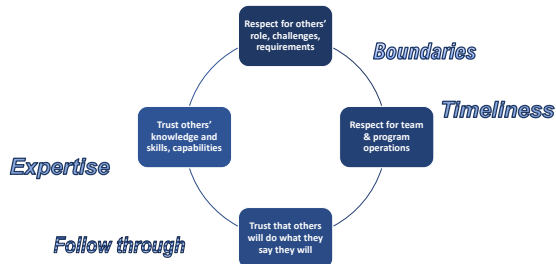
Camaraderie

A sense of workplace camaraderie
Actions demonstrate goodwill toward each other and support shared goals



29


Respect & Trust



30

Kindness & Support

- Assuming Positive Intentions**
 - I'm not seeing things being removed from a unit with high clutter, but I will assume the SC is working on this and will check-in after my next inspection.
- Recognizing colleagues' role, challenges & specific requirements**
 - The manager is especially busy at the end of the month, I'll schedule joint projects at less busy times.
 - I understand the SC might be out of the building at times when they are networking with community providers.
- Gratitude & acknowledgement**
 - We start our staff meetings with a "kudos" recognizing each person for something they've done.
- Help each other be successful**
 - I know you have a fall prevention workshop, let me know which language interpreters you need and I'll schedule those for you.



"I really appreciate this..."

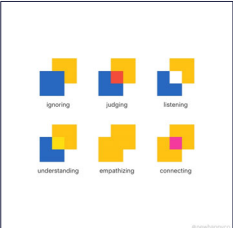
31

Amicable Conflict Resolution

- Explain the impact
- Bring a solution

Purpose: problem solving, not blaming

Be ok with imperfect resolutions



32

Strong Teams

There is clarity about who does what

Roles

Information is shared & discussed

Communication

Respect and goodwill underpin interactions

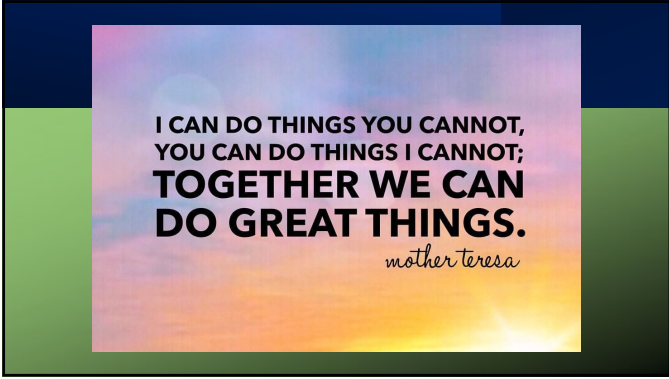
Camaraderie

Effective Collaboration

Benefits:

- Staff
- Operations
- Residents

33



34
