

# Connecting People, Education, Services and Quality of Life: Preparing Service Coordinators to Respond to the Enhanced Needs of an Ever-Increasing Low Income Aging Population

## Purpose

This project provides enhanced training for Service Coordinators who work in affordable housing communities, home to our country's most vulnerable older adults who are often in need of health and social services supports.

Service Coordinators guide older adults with increasing levels of frailty toward needed services to maintain independent living. Greater coordination of care, screening of resident needs, and interdisciplinary team involvement is changing the Service Coordinator profession and its training needs.

## Impact

Service Coordinators are serving older adults in more than 500 affordable housing communities in Ohio and 10,000 across the country, touching the lives of approximately 480,000 older adults annually.

The original Professional Service Coordinator Certificate Program has provided training and professional development for nearly 2,500 Service Coordinators completing more than 11,000 discipline-specific online learning modules.

Newly designed training will include professional conduct and ethics, communications, conflict resolution, quality assurance, federal programs, diverse lives, resident screenings, mental health issues, guiding behavior change, health literacy, and more.

### Ohio State Colleges/Units Involved

College of Medicine  
College of Public Health  
College of Social Work  
College of Arts and Sciences  
School of Communications

### Community Partners Involved

American Association of Service Coordinators  
Fantine Academic and Career Training Services  
Howard University School of Social Work  
Central Ohio Area Agency on Aging  
MJ Housing and Services  
Memorial Brain Works



## Contact

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