

# Glossary of Service Types

## ADVOCACY

- Contacts made by the service coordinator on a resident's behalf when the resident has reached an impasse or barrier to services, or is unable to advocate on his/her own behalf.
- Speaking out on behalf of the resident to achieve changes in the conditions that contribute to the resident's problems and securing and protecting a resident's existing rights or entitlements.
- Advocacy efforts on behalf of all residents to achieve changes in overall conditions. Advocacy efforts can be both within and outside of the property, such as legislative action/correspondence with a federal agency; action/correspondence on behalf of a resident to an outside community service provider, and action/correspondence on behalf of a resident to property management.

## ASSESSMENTS

- In-person contact between the resident and the Service Coordinator during which the resident identifies areas of need and the Service Coordinator identifies services which are available and appropriate to respond to those stated needs.
- Appraisal made by Service Coordinator using a needs assessment form to identify a resident's service needs, difficulties performing Activities of Daily Living (ADLs)/Instrumental Activities of Daily Living (IADLs) etc. This can be an initial assessment or updating an existing assessment.
- Assistance in obtaining and/or completing an assessment by a service provider in the community.

## BENEFITS/ENTITLEMENTS/INSURANCE

- Assistance in applying for any government entitlement, veteran's benefits or social services "safety net" programs (federal, state, local) and/or any other public benefit program.
- Explaining or otherwise assisting in maintaining/re-determining benefits.
- Assistance with accessing various other private insurance or benefits matters as requested (i.e. supplemental health insurance, life insurance, pension, burial policy, prescription assistance, home heating/cooling assistance, immigration/naturalization, etc.).

## CASE MANAGEMENT

- A procedure to plan, secure, and monitor services from different outside community providers of services and staff on behalf of a resident. Service Coordinators are not case managers. However, they may provide case management to those residents that require additional assistance with service delivery beyond just information and referral.
- Activities can include the development of a case management or services management plan and linking/referring residents with community-based services and/or supports.

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## **CONFLICT RESOLUTION**

- Assistance in efforts to resolve conflict by helping to clarify, educate, mediate, and propose compromises or alternative solutions to parties who are contesting some mutual objectives. Conflict may be between residents or between residents and property management, service providers, or other parties. Activities can include eviction prevention and mediating disputes between residents and their families or caregivers.
- Assistance in obtaining conflict resolution services through a community provider.

## **CRISIS INTERVENTION/ SUPPORT COUNSELING**

- Crisis is either an internal experience of emotional change/distress or a disastrous event. Intervening in a situation that could result in serious consequences to the resident's health, safety and/or well-being.
- Helping or supporting residents who are in distress to promote effective coping that can lead to positive growth and change. Activities can include self-esteem counseling; bereavement counseling; referral for psychiatric intervention; etc.
- Assistance in obtaining Crisis Intervention/Support through a community provider (e.g. 911, mobile crisis unit, suicide prevention hotline, Adult Protective Services).
- Serve as a "neutral sounding board" for resident to express their feelings around personal issues (e.g. loss or change), as appropriate. Provide empathy for and support of resident's concerns, suggest possible coping methods and/or referral to professional counseling.

## **EDUCATION/EMPLOYMENT**

- Assistance in linking residents to an educational service, schooling, vocational training, employment or volunteer opportunity. Examples are adult general/basic education, college, computer training, employment service provider, English as a second language (ESL) courses, link with outside education counselor, literacy training, senior employment/aides program, vocational/job training, volunteering, etc.

## **FAIR HOUSING & CIVIL RIGHTS ASSISTANCE**

- Providing information on Fair Housing and/or Civil Rights laws
- Assisting with obtaining legal counsel.
- Arranging for Fair Housing and/or Civil Rights informational events at the property.

## **FAMILY SUPPORT**

- "Family" is defined as those individuals chosen by the resident as primary providers of support, whether actually related or not (only with residents signed consent).
- Activities in this area can include assisting residents' families in finding supports for themselves on issues such as caring for an elderly parent/loved one and grief and loss; contact with resident's family regarding available services for the resident; contact with resident's family members regarding resident's functioning or changes in functioning; counseling/education/information related to transition/move-out to higher level of care or alternative living arrangements.

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## GENERAL INFO/REFERRAL

- Sharing “quality time” with a resident with no particular service rendered other than the resident’s desire/need for conversation or sharing of general information.

## HEALTH CARE SERVICES

- Assistance in obtaining information and/or referral to services that optimize and maintain the resident’s physical health (e.g. physician, medical professional, nutritionist).
- Assistance with obtaining home health services, durable medical equipment and other adaptive equipment, prescription assistance and medication management, dietary support, or lifeline programs.
- Assistance with setting appointments for any medical exams, including eye glasses, dental, hearing aids, physical/occupational therapies or podiatrist.
- Assistance in the completion of forms and assistance with medical record management.
- Facilitating and/or tracking communication and exchange of information (with a signed consent from the resident). Activities in this area can include consulting with hospital discharge planner and updating care managers, physicians and/or other health care professionals regarding changes in a resident’s health and/or physical status.

## HOMEMAKER

- Assistance in obtaining services to enable the resident to remain in their own home, including apartment cleaning, laundry, shopping, and cooking.

## HOME MANAGEMENT

- Referrals to services or supports to assist resident with keeping, managing, and maintaining all aspects of their home other than homemaking (identified above).
- Activities in this area can include assisting resident with simple money management, budgeting, bill paying, reading mail, organization of personal records, or utility/cable company issues.

## ISOLATION INTERVENTION

- Helping a resident to increase or improve their socialization through identifying recreational or other activities in the community.
- Encouraging resident-to-resident networking.
- Encouraging residents to participate in property/community activities.

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## **LEASE EDUCATION**

- Informing residents of lease provisions and/or of behaviors/problems that could lead to lease violations, such as noise, odors, unsanitary or unsafe conditions in apartments (hoarding and clutter) or common areas. Activities in this area can include assistance with eviction prevention; assistance with preparing, organizing and understanding documents for lease recertification; assistance with apartment inspection compliance; etc.
- Linking residents with a member of the property management team for assistance with understanding their lease and house rules.
- Working with property management staff to provide reasonable accommodation as defined by the 1973 Rehabilitation Act when a resident's mental, physical or social disability is impeding compliance with the lease.

## **LEGAL ASSISTANCE**

- Procuring legal aid/counsel for residents.
- Referring residents to community legal clinics or other party providing legal assistance or representation.
- Providing basic information regarding end of life decision making, advanced directives, or wills.

## **MEALS**

- Arranging for services to ensure resident is receiving adequate nutrition. Referrals to congregate meal sites, Meals on Wheels programs, etc.
- Accessing emergency food programs and food banks.
- Arranging for grocery shopping or cooking services.
- Other meal access (family, friends, other resident, etc.)
- Assisting residents with accessing donated holiday food items and/or acquiring donated food items from community-based sources.

## **MENTAL HEALTH SERVICES**

- Assistance with linking residents with a psychiatrist, mental health caseworker, counselor, therapist, support group, and any other providers designed to assist with emotional wellness issues.
- Communication with case worker/physicians/counselors (with consent from resident).
- Providing limited supportive counseling (e.g., a "sounding board" for the resident).

## **MONITORING SERVICES**

- Follow-up on service outcomes or verification of services that have been received with the resident and/or service providers, to determine whether the services are meeting needs and when new or additional resources might be needed.
- Conduct resident satisfaction surveys.

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## **OTHER**

- Specify any other service provided which does not seem appropriate to report under the other categories.

## **OUTREACH**

- Encouraging residents currently not using the services/assistance of the service coordinator to do so.
- Efforts to encourage residents to attend programs.
- New resident contact.
- Overall outreach to non-property community residents.

## **RESIDENTS/TENANTS ASSOCIATIONS**

- Encouraging residents to join/start Resident Associations.
- Advising residents on issues regarding the start-up, development and operation of a Residents' Council/Association.
- Providing information to the Council/Association regarding community contacts, services, and/or resources.

## **SUBSTANCE ABUSE**

- Information, referral, and support regarding use of addictive substances (e.g. tobacco, alcohol, drugs -prescription & street).
- Linking residents to treatment programs.
- Referrals to American Lung Association or other smoking cessation programs.
- Referrals to alcohol and drug treatment facilities, and/or other professionals.
- Referrals to Alcoholics Anonymous (AA) or other self-help programs.

## **TAX PREPARATION SERVICES**

- Assistance with obtaining information about low- or no-cost tax preparation services.
- Scheduling no-cost tax preparation services at the property.
- Assistance with organizing tax documents, paperwork, and other supporting materials for residents.
- Assistance with preparing and/or filing of senior/disabled age/income based specific tax rebates (i.e. property tax rebate programs and/or food sales tax rebate programs).

## **TRANSFER TO ALTERNATIVE HOUSING**

- Assistance with transferring to another property, a different unit within the property, or to an alternative care facility either temporarily or permanently.
- Provide information and assistance to resident and/or family members regarding housing options, both permanent and temporary arrangements.
- Assistance with a resident's transition back to their apartment from short-term care facility or hospital.

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## **TRANSLATION/INTERPRETATION**

- Time spent working with non-English speaking, hearing or visually impaired residents or their families/caregivers to make sure they understand written documents.
- Assistance with arranging for translation or interpretation services.

## **TRANSPORTATION**

- Providing information regarding or arranging for transportation to take resident to medical or other personal appointments, religious, social, or recreational activities.
- Assisting residents in the completion of Para transit applications and/or taxi cab vouchers.
- Assisting residents with scheduling appointments for rides.
- Assisting residents with accessing public transportation and discount transportation cards.
- Assisting residents with renewing driver's license, applying for or renewing vehicle insurance, arranging driver education/safe driver programs, etc.