

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 support.

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



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