

Service coordination means the activity of linking a resident to needed supportive services or medical services which may be provided by private practitioners or agencies in the general community. Additionally, the term may cover case management, both formal and informal, in which the Service Coordinator assesses service needs; determines eligibility for public services, and makes resource allocation decisions.

#### **4.2 Who Does Service Coordination?**

Service coordination may be performed by:

- An on-site or off-site staff person hired by the development owner or management agent, or shared among these employers;
- An on-site or off-site staff person hired by a third party agency, and contracted to the development owner or management agent, or
- A staff person hired by a third party agency, who provides case management and service coordination for a development resident in concert with the distribution of that agency or another agency's funding.

#### **4.3 Indications of Existing Service Coordination**

If Service Coordination is currently in-place and paid for by HUD or resources other than HUD's, the costs may not be shifted to these grant funds. These services may often be performed by staff with job titles other than "Service Coordinator" or be performed on a part-time basis by other members of the management team. No part of this activity's cost, regardless of who performs the service, may be transferred to this grant program.

The following may be indicators of existing coordination arrangements:

- Supplemental Security Income (SSI) and/or Medicaid payments going directly to the development's management for rent and service costs;
- The management of the development coordinates the services (and possibly their payment);
- Third party staff persons are placed on the premises without charge to the current HUD budget for the development, and
- Any combination of the above.