

Case managers, social workers, or Service Coordinators may provide these services. These staff may be employed by a development owner or Management Company, or a state/local government agency. Not all developments for people with disabilities have a Service Coordinator in place or can provide this service for their residents. Therefore, HUD will individually evaluate each application to determine whether it may qualify for funding under this program, regardless of the population served.

#### **4.4 Functions of a Service Coordinator**

The major functions of the Service Coordinator include the following:

- A. Provide general case management (including intake) and referral services to all residents needing such assistance.
- B. Provide formal case management (i.e., evaluation of health, psychological and social needs, development of an individually tailored case plan for services and periodic reassessment of the resident's situation and needs) for a resident when such service is not available through the general community.

There may be times when there will be difficulty in linking up residents with a community assessment agency in a timely manner. Therefore, the Service Coordinator may want to consider setting up a Professional Assessment Committee (PAC) to work with the Service Coordinator to perform initial assessments. (See the guidance in the CHSP regulations at 24 CFR 700.135 (or 1944.258 for Rural Housing developments). A PAC member shall NOT be paid for his/her services with grant funds.

- C. Establish linkages with agencies and service providers in the community; shop around to determine/develop the best "deals" in service pricing, to assure individualized, flexible, and creative services for the involved resident(s).
- D. Create a directory of providers for use by both development staff and residents.
- E. Refer and link the residents of the development to service providers in the general community. Examples are: Case management, personal assistance, homemaker, meals-on-wheels, transportation, counseling, occasional visiting nurse, preventive health screening/wellness and legal advocacy.
- F. Educate residents on service availability, application procedures, client rights, etc. Provide advocacy as appropriate.