

Notes from the CSI and PVM Service Coordinator Telephone Conference Call on November 1, 2012

1. Ann Kraemer provided the Service Coordinators with a written list of 5 topics which have been proposed.
  - a. NFTI
  - b. DHS
  - c. Hoarding and Cluttering
  - d. Coping with Grief
  - e. Alzheimer's

(which is under the umbrella of Dementia) Parkinson's Disease and Cognitive Impairment will probably be covered with this topic.

Four other topics were discussed:

- a. Suicide Risk Assessment
- b. Crisis Intervention in Mental Health Issues
- c. Pain Management
- d. Legal Liability Issues related to Service Coordinators

A total of 9 topics are being considered for the next several months. Ann asked for these subject to be ranked in the order of need. It was suggested that the consideration of topics should be decided based on the first year of Service Coordinator educational needs.

It is a possibility that "Medications" (for the older adult) will be the topic for January 2013.

2. The Role of the Service Coordinator was explored on the subject of Cultural Diversity. Being polite and sensitive to other's religion, lifestyles, race and sexual orientation.  
How do we intervene without crossing the line.  
When the question of what to do in the situation of bullying to solve the issue was asked, the input was:  
To examine the degree of Bullying as outlined in the House Rules. Verbal bullying may result in disciplinary action including eviction. Physical bullying results in eviction.  
For physical bullying and abuse, call 911. File an incident report. Let the Member know.  
To approach the Liaison and FCRC at the Monthly General Meetings.  
To gain the trust of the Member(s) and offer mediation if they are not physically harming one another. It may be a slow process.

AASC Webinar on Abuse/Bullying to be posted on Scoop.

3. AASC-on-Line Service Log Category discussion - Conflict Resolution
  - a. Eviction Prevention: If unable to pay rent. Find a way to assist with paying the rent.
  - b. Link with Outside Case Management Service. Referral to medication. Each county has a Mediation Center. Sliding Scale fee for service price range.

## UPDATES BY Rachel- Supervisor

Due: Holiday Hope for Seniors sponsored by the American House Foundation.

The Income on par with Medicaid at no more than \$920 for an individual and \$1,600 for a couple was increased to the MiCafe qualifications of \$1,806 for an individual and \$2,452 for a couple.

The Service Coordinators were asked to reevaluate the potential recipients and submit the Members chosen as directed by the original Holiday Hope for Seniors form.

Next weeks meeting topics to cover:

Logic Model

Semi-annual Reports

CSI have release the Service Coordinators from assisting people in filling out application to the Co-op, Do not accept referrals from the Leasing Office. If referrals are received from the Leasing office, refer them back to the Leasing Office.

The Service Coordinators will continue to assist with the re-certifications.

The next Service Coordinator's Teleconference call is scheduled for November 8<sup>th</sup>. Andrea will facilitate the meeting.

The Meetings thereafter will be as follows:

November 15 – Renee

November 29 – Laura

December 13 – Brenda and Rachel