

Advocacy

Educating/Coaching Resident on Self-Advocacy: Helping members prepare to act on their own behalf; providing referrals to a member to contact independently of SC; empowering members to help themselves

Legislative action/correspondence - Local Agency: any SC contact with a local agency (e.g. guardian or city issues)

Legislative action/correspondence - State Agency: any SC contact with a state agency (e.g. DHS, court issues, Secretary of State)

Legislative action/correspondence - with Federal Agency: any SC contact with a federal agency (e.g. VA, Social Security Administration, Area Agency on Aging)

On Behalf of Resident to an Outside Community Service Provider: working with service providers on behalf of member

On Behalf of Resident to Management: assisting member with communicating with liaison or co-op Council. *Please note that it is heavily encouraged that the member be present with the SC and have the member sign a release of information form

Assessment

Initial- ADL Assessment: when completing new assessments for an active SC case

Initial- Individual Assessment: when completing individual assessments for an active SC case

Initial- Resident Needs Assessment: optional, Hannan case management procedures have elected not to implement this assessment

Update- ADL Assessment: when changing or updating an ADL assessment for an active SC case

Update- Individual Assessment: when changing or updating an individual assessment for an active SC case

Update- Resident Needs Assessment: optional, Hannan case management procedures have elected not to implement this assessment

Benefits/Entitlements/Insurance

Burial Policy: inquiries related to funeral home arrangements; included on State Emergency Relief (SER) application for DHS (should not be counted as an asset if cannot borrow against)

Pension: inquiries related to retirement benefits

Energy Assistance: assistance related to utility assistance; (e.g. Home Heating Credit, obtaining assistance with paying a utility bill; arranging a payment plan; State Emergency Relief (SER) application for utility assistance)

Prescription Benefits: assistance related to help with accessing medications

Food Stamps: assistance related to food stamps; (e.g. recertification/renewal, MiCAFE application, advocacy regarding food assistance through DHS)

Private Health Insurance: assistance related to supplemental insurance programs

General relief: e.g. State Emergency Relief (SER) application through DHS

Rental Assistance: assistance related to rent expenses (e.g. recertification)

Immigration/Naturalization: assistance related to citizenship and immigration issues

Renter's Tax Credit: state tax credit; may not be applicable in CSI setting

Life Insurance: for issues related to life insurance

Social Security: for issues related to Social Security

Long Term Disability: for issues related to long term disability

Social Security Survivor Benefits: for issues related to survivor benefits (e.g. entitlements to benefits of a deceased spouse)

Low-income subsidy programs: for issues related to subsidy programs based on financial eligibility that do not fit more appropriately into another category

SSDI/SSI: for assistance related to Social Security Disability Income (SSDI), or Supplemental Security Income (SSI)

Medicaid: for assistance related to Medicaid benefits

Utilities/Phone Programs: for assistance related to phone services; (e.g. SafeLink phone, Assurance)

Medicare: for assistance related to Medicare benefits

Veterans Administration: for assistance with different benefits/programs available to eligible Veterans through the VA

Case Management

Developed Case Management Plan: creating an initial service plan (ISP) with member

Implementation of Case Management Plan: applying/addressing initial service plan (ISP) needs

Linked with Outside Case Management Service: referral to other agencies for case management (e.g. an agency that specializes in services for individuals with disabilities)

Conflict Resolution

Eviction Prevention: for services related to efforts to prevent eviction

Resident-family: for service related to communicating with family (e.g. family meeting)

Intervention Requested by Management: for service related to issues brought to attention by management (e.g. FCRC referrals)

Resident-resident: for services related to member to member interpersonal concerns

Linked with Outside Conflict Resolution Provider: for services related to an outside provider; (e.g. DHS hearing, assistance from a trained mediator)

Resident-staff: for assistance with issues between resident and staff (e.g. member and liaison, or CSI staff)

Resident-caregiver: for assistance related to interpersonal concerns between a member and their caregiver

Crisis intervention/support counseling

911 call: for services related to contacting 911 or Emergency Medical Services (EMS) for immediate assistance

Adult Protective Services: for services related to contacting Adult Protective Services (APS), such as making an APS referral

Assistance with disastrous event: for services related to incidents or events that occur within the co-op or the vicinity, which impacts the co-op

Bereavement: for services related to connecting a member with grief and loss support

Intervention Requested by Management: for services or a request for assistance that is referred by management, such as administration (PVM properties), FCRC (CSI properties), or co-op council members (CSI properties)

Linked with Crisis Intervention/Support Provider: for referrals related to resources to support members, who are experiencing a crisis situation or stressful life event

Police/Fire Safety check: for services related to preventive measures/disaster preparation (e.g. educational safety awareness event)

Psychiatric Emergency: for services related to a mental health emergency

Response to a Critical Incident: prevent resident harm/suicide: for services related to avoiding health or accident

Education/employment

Adult General Education: for services related to education for adults, including community education classes (e.g. GED class)

College: for services related to post-secondary learning opportunities

Computer Training/Assistance: for services or referrals related to using technology for research, education, or employment (e.g. computer class at Hannan/ABLE, or MichWorks!)

Employment Service Provider: for services or referrals related to obtaining employment or vocational services

English as Second Language: for services or referrals related to learning English as a secondary language

Linked with Outside Education Counselor: for services related to coordinating educational/learning opportunities through a professional education counselor (e.g. college admissions advisor)

Literacy: for services related to literacy; including library programs, reading/writing skills, help to convey information in a variety of ways

Senior employment/aides program: for programs related to seniors obtaining employment

Vocational/Job Training: for services or referrals related to vocational training

Volunteering: for services related to volunteer opportunities

Family Support

Accepting Death/Bereavement: for services related to a member's death; e.g. speaking with surviving co-op members about grief/loss related to the death of a community member, giving condolences

Counseling/Education: for services related to providing education to family members about resources/benefits/status updates related member's situation (Note: Please be conscious about having a release form on file for the individuals with whom you are communicating.)

Information Exchange: for services related to communication with family about member's status, situation, or needs (e.g. emailing a family member). (Note: Please be conscious about having a release form on file for the individuals with whom you are communicating.)

Related to transition/move-out: for services related to a change in member's living environment; e.g. transitioning home from a rehabilitation facility; moving to live elsewhere

Related to transition/move-out to higher level of care: for services related to a change in member's living situation; e.g. moving to an assisted living or skilled nursing care facility

Health Care Services

Adult Day Health Care: for assistance related to coordinating or referring to adult day health care programs

Hospital admission: for assistance or referrals related to a hospital admission

Advanced Directive: for assistance or referrals related to advance directives

Medical Bills: for assistance related to medical bills (e.g. helping resident understand, arranging payment plan)

Consult with Hospital Discharge Planner: for coordination with hospital regarding resident's discharge/aftercare

Medication management: for assistance or referrals related to help with medication management (e.g. referral to visiting nurse to manage medications)

Doctor appointments/Medical Professionals: for assistance with coordinating/collaborating with residents' medical professionals (e.g. follow up, scheduling appointments)

Medicine Education Program: for educational events and opportunities provided to residents related to medication

Durable Medical Equipment/Adaptive Equipment: for referrals and assistance related to obtaining medical equipment (e.g. grab bars, walker)

Nutrition Education: for educational events and opportunities provided to residents related to nutrition

Exercise/Physical Fitness: for educational events and opportunities provided to residents related to exercise and physical fitness

Outpatient services: for assistance or referrals related to outpatient services

Facility/Hospital Discharge: for coordination with facility (e.g. skilled nursing facility/rehabilitation) regarding resident's discharge/aftercare

Physician referrals: for referrals to physicians

Health Clinic (Dental, Optical, Auditory, etc.): for referrals to other types of health services

Prescriptions: for assistance/referrals related to obtaining prescriptions

Home Health Care Services: for assistance/referrals related to coordinating home health care services

Rehabilitation Services: for assistance/referrals related to obtaining rehabilitation services

Hospice: for referrals/assistance related to hospice

Homemaker

Domestic: Providing the person with information on, and possibly helping set the person up with, assistance with chores within the home (i.e. cleaning, laundry)

Personal Care: Providing the person with information on, and possibly helping set the person up with, assistance with ADLs for the person (i.e. bathing, grooming)

Due to apartment inspection failure/Management Referral: Providing information on, and possibly helping the set the person up with, preventative help with cleaning services in the home to avoid eviction due to lease violation

Private Pay: Sharing information with the person about personal or domestic care in the home not covered by insurance that the person must pay for on their own. Possibly helping the person to get services in place

Home Management

Bills: Providing resources to the person for the purpose of sorting, understanding, managing, or getting bills paid (temporary or long-term)

Lifeline/Other Personal Alarm System: Providing information and resources to the person regarding Lifeline or PERs. Assistance with activating if needed

Correspondence/Mail: Assisting the person with management and understanding of mail. Coaching responses as appropriate

Organization of Personal Records: Assisting the person with systematic organizing of personal paperwork for the purpose of functionality

Daily Money Management: Assisting person with finding tools or agencies to provide management of finances on a regular basis

Pest Control: Assisting the person with finding and organizing resources to address issues with pests within the home

Disposal of apt. contents upon move out or death: assistance related to removing and cleaning out apartment upon a member's move out of their apartment (e.g. referral to a donation center for belongings)

Pet Assistance/Services: Assisting person with locating resources to assist in the care of pets. Possibly helping person to find alternative housing for pets

Frauds & Scams: Providing education to the resident on the issue of fraud and scams for the purpose of prevention. Possibly assisting resident once a scam or fraud has been committed

Telephone suggestion: for referrals about a free or subsidized phone services

Hoarding and Clutter: Meeting with person to discuss issues of hoarding and clutter. Including safety, health, lease concerns due to hoarding/clutter. Possibly assisting person with finding resources to address patterns of hoarding

Utilities: Helping person to understand utility services and providing resources for utility payment assistance as needed. Possibly making calls on behalf of the resident to utility companies

Lease Education

Apartment Inspection Education: Talking with the person about what to expect during an apartment inspection and what the regulations and violations consist of

House Rules Violation Education: Sharing with a person what the rules of the property are and what happens in the case of a violation of said rules

ADA/Fair Housing Education: Talking with the resident about what the Americans with Disabilities Act and Fair Housing acts means and how it pertains to them as a resident

HUD Policy Clarification: for assistance related understanding HUD policies and fair housing laws

Eviction Prevention: Sharing with the person what terms for eviction are and discussing with them how to avoid violating these terms

Recertification: for assistance related to understanding recertification paperwork and requirements

Meals

Congregate Meals Site: provided by senior services, food pantry, church, Salvation Army etc.

Home Delivered: meals on wheels, church or local group

Food Bank/Food distribution programs: referrals related to food banks and food programs

Nutrition/Health Supplements: vitamins, ensure

Healthy Eating: nutritional alternatives, referrals to healthy nutritional programs, PATH, Weight Watchers

Mental Health

Behavior: unusual behavior such as acting on hallucinations, physically striking out , talking to self, paranoia out, delusions updates to workers

Day Treatment Program: day care center, clubhouses, drop in centers, outpatient treatment programs

Communication with Case Worker/Doctors: any contact with all levels of workers, direct care, case managers, nurses: calls, emails, faxes

Personality: paranoia, argumentative, blaming, personality disorders referrals to counselors or updates on behavior

Conservatorship/Public Guardian: payees, family money managers

Psychiatric Hold Overs: 3 day psychiatric hold in hospital against their will.

Petitions: petitions pertaining to mental health or treatment

Counseling: referral to counseling or empathetic listening, cooperative problem solving

Referrals: any mental health provided

Monitoring Services

Follow up with resident: call, face to face contact, email

Home Visits: visiting in the home

Follow up with Service provider: any contact with a service provider

Telephone Reassurance: contact with client to check in so they know you are concerned and available for contact if needed.

Substance Abuse

Counseling Service: for services relating to providing guidance

Linking with outside provider: any SC can contact an agency to get information or resources to assist resident/member (ex: Senior Alliance, DAAA, Pace Program, and Community Mental Health)

Education/Prevention Service: for services such as DOE, NASADAD, and AA

Referral to Provider: for services related to a provider that can provide assistance with substance abuse.

Intervention Service: for services related to improving and or changing the outcomes of the resident/member:

Transfer to Alternative Housing:

Board and Care: for community services that provide meals and supervision for a person that is independent and care for themselves.

Hospital: for services that provide medical/surgical treatment to people that are sick or injured

Family: for services related to resident/member. A traditional family member such as: mother, father, sibling, grandparents

Nursing home: is a long term facility licensed by the state that provides living accommodations for people that are unable to care for themselves.

Group home/assisted living: *Group home* is a small setting that services residents/members with disabilities. *Assisted living* provides resident/member receives assistance so they can have the opportunity to live independently with activities daily living such as bathing, grooming and etc.

Rehabilitation Facility: for services related to providing inpatient services

Hospice: for services that provide a level of care to keep resident/member comfortable with life expectancy over a duration of time

Transition back to apartment: for services related to resident/member returning to their living space.

Transportation:

Bus Passes: a ticket that can be provided “free” for means of transportation

Non-emergency medical transportation: for assistance to appointments that are personal such as: pedicure, grooming, grocery shopping, going out for activities etc.

Department of Motor Vehicle: for assistance with getting driver’s license, vehicle registered and etc. It is formerly called Secretary of State.

Taxi Service: is a transportation system that provides service for a charge. Some examples are Checker Cabs, Lorraine Cabs, Yellow Cab, Detroit Metro Cab, Green Cabs, Trinity Transportation and etc. Transportation varies for each city.

Drivers Ed/defensive driving: *Drivers Ed* is a program that has licensing levels to ensure a person has learned the techniques of driving. *Defensive driving* provided helpful educational information on learning to drive.

Taxi vouchers/Scrip: *Taxi vouchers* are a coupon that provides a limited amount of free transportation service. *Scrips* are a coupon that provides accessible transportation services for a person with a wheelchair.

Medicaid Non-Emergency Vouchers: are coupons provided for non-emergency transports related to medical issues.

Vehicle Insurance: for issues related to purchasing insurance for a car, motorcycle, trucks and etc. It provides protection for physical damage and bodily injury from liability.

Medical Transportation: is a transportation service provided free of charge and covered by insurance to go to medical appointments.

Other

Census: for assistance with completing information for a census

Socialization: for occasions in which the SC socializes with member (e.g. enrolled-only client), or when SC assists member with finding opportunities for socialization

General Information and Referral: for general information (e.g. educating a member about SC services)

Tax Assistance: for assistance/referrals with tax assistance

Legal Assistance: for assistance/referrals with legal assistance

Translation/Interpretation: for assistance/referrals for assistance with transportation or interpretation

Outreach: for outreach to residents/community members about SC services (e.g. PVM outreach efforts)

Other: for use when no other category applies; please specify

Relationship Building: for occasions in which the SC builds relationship with member (e.g. enrolled-only client), or when SC assists member with finding opportunities for building relationships