



# COVID-19

## Guidance & Resources for Service Coordinators

[www.servicecoordinator.org/page/COVID19](http://www.servicecoordinator.org/page/COVID19) | (614) 848-5958

## Conducting Service Coordination Remotely

If you're required by your management company, state or other authority to work remotely at any time during the COVID-19 pandemic, consider the tips below to ensure you're prepared to continue serving your residents to the best of your ability.

### Contact Information

- Provide all residents with the service coordinator's contact information and the available ways to communicate (text, call, email).
- Set office hours during which the service coordinator will respond to communications.
- HUD advises against providing personal cell phone numbers or emails. If no company cellphone is available, you may consider creating a free Google Voice number that can ring to your personal phone.
- Ask residents to provide contact information. If you already have contact information, let your residents know you will be temporarily contacting them via phone or email when necessary. When possible, ask residents to confirm how they prefer to be contacted.

### Resident Files

- If using AASC Online, be sure to have a secure Internet connection whenever you're working remotely.
- Whenever possible, consider eliminating the requirement for a Consent to Release form by using your phone's three-way dialing feature to keep the resident on the phone while you contact a provider.
- Place regularly used resident forms, such as Consent to Release forms, in a public space where residents can access them. If they contact you remotely for support they can fill out these forms and scan or take photos and email/text them. You may also receive resident consent through an email or text message that should be included in the resident's file. In a crisis situation where written consent is not possible, ask the resident

to leave a voicemail stating that you have verbal consent to reach out to contacts on his or her behalf. Document this verbal consent in dated and timed progress notes and save the voicemail.

- HUD prohibits service coordinators from taking home hard copies of resident files. Gently explain to residents that you may only be able to address priority issues during crisis situations because of this.

### Property and Outside Partnerships

- Meet with other property staff to devise a disaster plan for how to assist the most at-risk residents in case the service coordinator must work off-site. Set regularly scheduled meetings to check in with key staff, including the property manager.
- Connect residents to resources that will keep them socially active as community resources close or cancel.
- Keep up to date on delays and cancellations and alert affected residents. For example, HUD has announced that residents will not need to go through the rent reverification process during the pandemic and CMS has released guidance on Medicare and Medicaid coverage.
- Take home from your office any resource guides or business cards that you haven't yet saved virtually to ensure you can connect with community partners. Also be sure to save links and usernames/passwords to important resources such as the HUD Exchange and the AASC website.
- Practice connecting to your company's server to be sure that once you're home you're able to access your work email, AASC Online and any other documents or programs you may need to work remotely.