



# The “New Normal” in Service Coordination



# SPM Protocol Survey Results

- Most Service Coordinators at SPM believe the implementation of follow up protocols in response to Covid 19 are beneficial
- Most Service Coordinators prefer to conduct wellness checks on a monthly basis, rather than weekly or bi-weekly.
- 70% of Service Coordinators are willing to bring in innovative programming to keep residents engaged while following social distancing guidelines

Were the protocols beneficial?	Yes	No
Vulnerability Assessments	82%	18%
Wellness Checks	97%	3%
Social Calls	92%	8%

# Best Practices for Keeping Residents Engaged

- Free conference calls to connect the residents
- Newsletters as a creative outlet
- The important of community partnerships
  - Donations
  - Networking
- Rapid Cast and Resident Connect



# Professional Boundaries

- Using free apps to communicate with residents
- Service Coordinator vs. Mental Health professional
  - Redefining roles
  - Resources



# Scenarios for Open Discussion

- Residents refusing to wear masks
- Food distributions and food pantries



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