**Massachusetts Association of Resident Service Coordinator**

**Resident Service Coordinator Certification**

Member Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  
Management Company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  
Site Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  
Site Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  
Site Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  
Member Email:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please designate all that apply: \_\_\_\_\_ Elderly/ Disabled Site \_\_\_\_\_\_ Family Site

**The Management Agent Handbook - Training Log**

According to The Management Agent Handbook all Resident Service Coordinators serving the elderly and people with disabilities must have met a minimum of 36 training hours of classroom/seminar time before hiring, OR will complete these minimum training requirements within 12 months of initial hiring.

The 36 hours MUST, cover ALL **1-9** of the following subject areas below. While the statute mandates training requirements for coordinators in housing serving elderly or residents with disabilities, there is not an equivalent mandate for training in projects serving families. Appropriate training opportunities for RSCs in family housing, including housing with working-age adults with disabilities should include the following:

• Fair Housing, Reasonable Accommodation and Providing Meaningful Access to Persons with Limited English Proficiency

• Economic Development and Employment Opportunities

• Domestic Violence, including Child Abuse and Abuse by Caregivers

• Building Safe Communities

• Single Head of Households

• Child Care & Youth Services

• Educational Opportunities

• Community Violence – including gang violence

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| **Subject/Category** | **Date Attended** | **Brief Description of Course** | **# Hours** | **Total** |
| **1. The Aging Process:** |  |  |  |  |
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| **2. Elder Services:** |  |  |  |  |
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| **3. Disability Services:** |  |  |  |  |
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| **4. Federal and State Entitlements:** |  |  |  |  |
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| **5. Legal Liabilities Issues:** |  |  |  |  |
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| **6. Medication/**  **Substance Abuse:** |  |  |  |  |
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| **7. Mental Health Issues:** |  |  |  |  |
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| **8.Strategies for Communicating Effectively in Difficult Situations** |  |  |  |  |
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| **9. Strategies for Dealing with Cognitive Impairments:** |  |  |  |  |
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**Personal Growth and Development - Training Log**

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| **Category** | **Date Attended** | **Brief Description of Course** | **# Hours** | **Total** |
| **1. Ethics/**  **Confidentiality:** |  |  |  |  |
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| **2. Record Keeping/**  **Documentation:** |  |  |  |  |
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| **3. Local Programs and Requirements:** |  |  |  |  |
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| **4. Working with Resident Organizations:** |  |  |  |  |
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| **5. Support Networks for Residents:** |  |  |  |  |
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| **6. Working with Volunteers:** |  |  |  |  |
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| **7. Peer Network:** |  |  |  |  |
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| **8. Counseling:** |  |  |  |  |
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| **9. Advocacy:** |  |  |  |  |
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| **10. Team Building:** |  |  |  |  |
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| **11. Motivation:** |  |  |  |  |
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| **12. Other Health Problems Among Aging:** |  |  |  |  |
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| **13. Crime and Self Protection:** |  |  |  |  |
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| **14. Death and Loss:** |  |  |  |  |
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| **15. Living Wills and Trust:** |  |  |  |  |
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| **16. Lease Education:** |  |  |  |  |
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| **17. Other:** |  |  |  |  |
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DLC 6-24-2021 Revision