

TRAINING for RESIDENT SERVICES COORDINATORS

RSCs whose salaries are funded wholly or in part by HUD and who work with elders and/or people with disabilities must meet HUD mandated training requirements. While this training is not currently required for RSCs working in HUD-funded family housing, HUD strongly encourages all RSCs to participate in continued training.

The training consists of seven subject areas: the Aging Process; Elder Services; Disability Services; Federal/State Entitlements; Legal Liability; Medication/Substance Abuse and Mental Health Issues. There are two additional, strongly recommended training topics that HUD offers to RSCs: Communication Strategies and Cognitive Impairments.

The HUD requirement is that RSCs participate in thirty-six (36) hours of training covering these topics. This may include formal training/education received prior to becoming a RSC or training completed within 12 months after the date of hire. Upon meeting these requirements, the RSC is required to complete twelve (12) additional hours of training each year.

VRSC and Vermont Housing Finance Agency (VHFA) have worked in collaboration to offer a training submission and approval certificate program. Training is important for all RSCs regardless of funding sources or the populations with whom they work. There are excellent opportunities for training and networking for RSCs that include:

- VRSC quarterly trainings, info at www.vrsc.org
- New England Resident Service Coordinators annual conference, www.nerescinc.org
- American Association of Service Coordinators, www.servicecoordinator.org
- MassHousing TAP program
- Educational training at the University of Vermont in Burlington, Vermont

As you complete your training, please forward a completed training summary documentation form to Sam Falzone, VHFA Director of Multifamily Programs. He will collect, confirm, and provide a letter of training completion from VHFA. For additional information about training documentation through VRSC, please contact Sam Falzone at sfalzone@vhfa.org.