



2022 INAUGURAL
National Service Coordinator Conference

Falling in Love
with Service Coordination

*Together WE
Realign... Refresh... Reconnect*

Boardwalk Beach Hotel & Convention Center
Panama City Beach, Florida
September 28th – 30th, 2022

Conference Guide



Conference Planning Committee



Karen Ashley
Director of Resident Services
Friendship Towers, Atlanta, GA

My 35 years of experience and training in identifying the needs of people and accessing of resources to address those needs, has afforded me opportunities to provide a range of services and support systems for people of all ages including state government, small business, health care providers and community groups across the Metro Atlanta Region. I am a strong advocate of safety net programs for those who may not always be able to sustain an adequate standard of living. Through my work with the Atlanta Housing Authority, Fulton County Department of Family and Children Services and the Atlanta Food Bank; I have navigated thousands of Georgians through a maze of government programs granting them affordable housing, financial assistance, food, Medicaid, job training and mental health services. I am passionately committed to improving the lives of Georgia's older adults. In my current role as Director of Resident Services, I seek and seize opportunities that help promote better health and greater independence for nearly . residents in my care at Friendship Towers.

To my fellow Service Coordinators attending the Center's Inaugural Conference, it is my desire that you leave with more knowledge, insight and wisdom that will better equip you to handle the many challenges and joys that come with serving older adults.



Tia Copeland
Service Coordinator
Asbury Harris Epworth Towers, Atlanta, GA

DON'T LET THE ISMS OF THIS WORLD CONFINE YOU TO LIVING A LIFE THAT IS NOT AUTHENTIC, FRUITFUL, AND FABULOUS. YOUR CREATOR'S MANUFACTURING OF YOU IS BEYOND MERE HUMAN COMPREHENSION ... ACT ACCORDINGLY. CHOSE TO WORK IN HUMAN SERVICES TO MAKE AN IMPACT. I WANT TO SEE A CHANGE IN SERVICE DELIVERY AND PROGRAMMING. MY ACTIVE GOAL IS TO INVOKE A MULTI-FACETED PERCEPTION OF OUR PROFESSION. WE DO MUCH MORE THAN REFERRALS AND SNAP. WE GUIDE THOSE ALONG PATHS OTHERS HAVE DESERTED AND REVITALIZE DEFERRED DREAMS AND GOALS. I WANT THE GENERATIONAL CYCLE OF UTILIZING SOCIAL SERVICES AND PROGRAM MUNDANENESS TO DECREASE. MY GOAL IS TO SEE PEOPLE SUCCEED OUT OF THE SYSTEMS, AND BE ABLE TO GIVE BACK.

YOU ARE GOING TO GAIN ADEQUATE KNOWLEDGE AND APPROPRIATE CEUS, ALONG WITH GAINING A NETWORK OF PROFESSIONALS THAT SUPPORT YOUR WORK AND YOUR PERSONHOOD.



Conference Planning Committee



Hello, My Name, is Blue Feliu, BS in Human Services. I have been a Service Coordinator for the elderly at Casa Santa Cruz Saint Petersburg Florida for nine years. When it comes to working with seniors, I feel they teach us daily, be it of their past or what they feel about the new future. My mission statement is: Think of them as a member of your family and how would you want someone to care for them. I do what I do because I was assigned to this job to share knowledge and culture and to give of me what I was given.

Blue Feliu

Service Coordinator

Casa Santa Cruz, St. Petersburg, FL

I would love for the attendees to get from this conference that they are not alone even though they may feel that way at times. That they have a group of resources to tap into from all around the surrounding areas, we are call away or an email away. The support system is for US by Us, and we share a bond that only a Service Coordinator would know. I may not have made it physically but I am there in spirit. Till next year. remember For US BY US!



I began my career in public housing in 1993 and progressed through the industry as a Leasing Consultant, Property Manager, and Area Manager. It was after being introduced to Senior housing that I found my passion. That passion became a mission, I quickly left Management and became a Service Coordinator a role I have held for the past 10 years. It is because of my mission, providing unconditionally for the "Least of These," that in addition to Service Coordination, she also holds the position of "Housing Navigator" and "Youth Engagement Specialist" for a local Atlanta nonprofit rendering support to homeless youth and single mothers. Her certification includes Certified Professional of Occupancy (CPO), and Specialist in Housing Credit Management (SHCM) Low Income Housing Tax Credit (LIHTC),

Christine "Chris" Ruffin, CPO, LIHTC

Service Coordinator

Maggie Russell Towers, Atlanta, GA

"Life has taught me that whatever I do, do it unconditionally, faithfully and with a Servant heart."



Conference Planning Committee



I have always enjoyed working with people and helping them to overcome challenges in their lives. After completing my undergraduate degree in public service, I earned my Masters in Human Service Leadership and have been working as a Resident Service Coordinator at Clisby Towers (Macon Ga) for the past 12 years. I have experience working with individuals, families, and groups in a variety of settings, including group homes, community mental health, and department of juvenile justice. I am a strong advocate for the rights of all people, and I am committed to helping everyone reach their full potential. I am a service coordinator because it is part of my nature to care for others, helping to make their lives better and happier.

Paula Jones
Service Coordinator
Clisby Towers, Macon, GA

I want all attendees to leave this conference feeling energized, encouraged, and equipped as a more impactful Service Coordinator.



For 22 years I have offering Services to our seniors as a Service Coordinator. My love for seniors came from teaching Ceramics to 27 senior residents and now as a Service Coordinator in a community with over 230 residents. I have been a crafter for 25 years. I am not a Service Coordinator that sits behind a desk. I get out and mingle. I attend community meetings and events. I go into the doors of the service providers so that I can meet and better understand the services they are providing, by speaking directly with the representatives that will be working with my residents. The Mayor of Bladensburg asked me to serve our seniors as an elected official in which I am in my 3-year term. I value seniors and their wisdom.

Marilyn Blount
Service Coordinator
Emerson House Apts ~ Bladensburg, MD

Attending the Falling in Love with Service Coordination Conference is saying to me that it is the Love not the job.

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**A Sincere Thank You to Alex and LaKeisha whose contributions were Priceless  
in the birthing of the Conference.**



# Speakers/Presenters

Elizabeth Brown is the Resident Services Director at the East Georgia Housing Authority, prior to she was a Social Worker at The Medical College of Georgia of Augusta University Department of Psychiatry & Health Behavior. She is experienced in roles as director, supervisor, trainer, teacher, mentor, coach and traveled presenter. She has served in special populations in public service, community development, faith-based / grassroots organizations, social services, communities, and schools. She has directed and managed federal funded grants in Psychiatry & Health Behavior departments for SAMHSA, HUD Housing Authority, ADA compliancy services, and grass roots organizations in diverse social service communities to include but not limited to persons with disabilities, women and men with substance abuse and co-occurring mental health disorders who are at-risk or living with HIV, at risk youth, and out of school youth. She is passionate about advocacy, helping individuals navigate medical and social services environments, remove related barriers to care, and provide practical and emotional support.



Elizabeth Brown  
Resident Services Director  
East GA Housing Authority, Georgia

Elizabeth is also the Co-founder of Est. Fourteen Forty-one Publishing company, and founder of Lyzee's Hope, a non-profit platform dedicated to inspiring women and building healthy families. Brown is a serial entrepreneur, and self-published Author of "And On The 7th Day, She Rests..." and sequel "...She Rests, Theophelia... and Published Peer Review Posters. Elizabeth loves to read and travel. Her life goals include visiting each of the United States, stamping all the pages of her passport, and sprinting 400 meters with her daughter. Elizabeth is a graduate of Sacramento City College with an Associate of Arts in Social Services Community Development, and Augusta State University, Bachelor of Social Work, Sociology minor. Elizabeth is a Member of New Leaders Council Augusta, Leadership McDuffie, McDuffie County High Potential Leaders, HOPE Program Advisory Council, Work Source East Central Georgia Youth Standing Committee and Beulah Grove Baptist Church. Above all else, Elizabeth Hope Brown, is a very proud mother.



# Speakers/Presenters

*Sharon Anderson is a certified peer specialist for parents. She has worked with people in people in recovery and as a supportive services coordinator on and off for over 20 years. She is in Ministry and has her own nonprofit called R.O.S.E.S. International Ministries Incorporated. We serve the Community in many fields, from our Feeding program to our Mentorship and Women's group as well as our Educational Services.*



*Sharon Anderson  
Service Coordinator  
Herndon Square, Georgia*

*Karren Cox graduated from the University of Akron with a Bachelor's degree in Social Work. She is also a LSW. She has worked for National Church Residences for two years as a Service Coordinator. She is now an employee with Maple Knoll Communities. She previously worked at Council On Aging in the wavier unit in Cincinnati, Ohio for eighteen years as a Care Specialist. Karen also worked at Hamilton County Job & Family Services for three years in their Wavier unit. She was one of the employees that was chosen to go to Columbus and come back to the County and teach the new system to all employees for Medicaid, Snap etc.*



*Karen (Simmons) Cox  
Service Coordinator  
Maple Knoll, Ohio*





# OUR VIRTUAL Conference Agenda

## **Wednesday, September 28 – CONFERENCE DAY 1**

- 9:00 AM Welcome from Conference Planning Committee  
Remembering Our Service Coordinator Family
- 9:30 AM I - Opening Keynote ~ M. Queen Bailey-Brooks, Founder - The Center for Affordable Housing & Resident Services, Inc.
- 10:30 AM BREAK
- 10:45 AM II - The Role of the Service Coordinator ~ Elizabeth Brown, Resident Services Director, Georgia
- 12:00 PM BREAK
- 12:15 PM III - Ethics & Service Coordination ~ M. Queen Bailey-Brooks, Quality Assurance Coach, Georgia
- 1:30 PM LUNCH
- 2:30 PM IV - Effective Communication ~ Karen Ashley, Director of Resident Services, Georgia
- 3:00 PM BREAK
- 3:15 PM V - Effects of Death, Loss & Grief on Service Coordinators ~ Sharon Anderson, Service Coordinator, Georgia
- 4:30 PM Day One Wrap - UP

## **Thursday, September 29 – CONFERENCE DAY 2**

- 9:00 AM VI - Collaborating with Other Members of Our Management Team ~ Karen Cox, Service Coordinator, Ohio
- 10:15 AM BREAK
- 10:30 AM VII - Creating & Sustaining Successful Partnerships ~ Elizabeth Brown, Resident Services Director, Georgia
- 11:45 AM BREAK
- 12:00 PM VIII - Mediation and Conflict Resolution ~ Sharon Anderson, Service Coordinator, Georgia
- 1:00 PM LUNCH
- 2:30 PM IX - Having THE Conversation ~ Sexuality & Our Elders ~ Christine Ruffin, Service Coordinator, Georgia
- 3:30 AM BREAK
- 4:00 PM X - Cultural Competencies & Service Coordination ~ M. Queen Bailey-Brooks, Quality Assurance Coach, Georgia
- 5:00 PM Wrap -Up Day Two

## **Friday, September 30 – CONFERENCE DAY 3**

- 10:00 AM XI - Our Service Coordinator Network ~ WE ARE SERVICE COORDINATION
- 11:30 PM XII - CLOSING KEYNOTE – Leading & Serving with Professional Excellence ~ Jamaal Jackson, Leader Performance Solutions, LLC.
- 1:00 PM CLOSING CELEBRATION!!!