

## Who Is Your Resident Service Coordinator?

My name is Beverly. For the past 25 years I have worked advocating for and assisting vulnerable individuals maintain their independence.

I was the primary caregiver for my aging father till he passed and I continue to work as a part time caregiver for my dear aging friend. I have a son who shares my love of motorcycles and I am a proud "Grammy." In 2019 I married my long time sweetheart . I have been with Petra Community Housing since 2011.



*"A lot of seniors are new to aging, I am trained to make sure their living experience isn't another hassle. This is what I love to do, and seniors are the people I chose to help."*



### **Petra Community Housing**

Strengthening Communities,  
Empowering Lives

#### **How Do You Contact Your RSC?**

**Beverly Sarduy Dalton**

201 S. Main Street  
Spring City, PA 19475

**Call Monday thru Thursday**

**Walk In's Accepted  
11am-1pm**

**Phone: 484-933-4955**

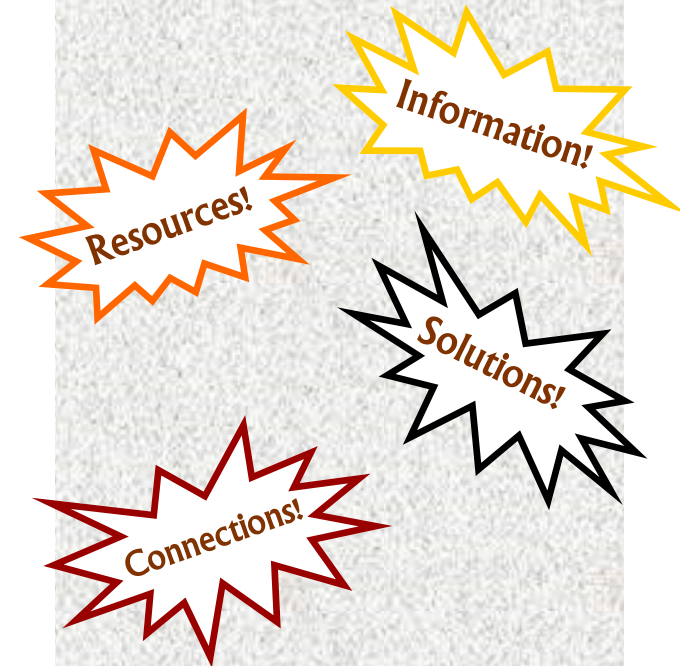
**E-mail:**

**[Beverly.Sarduy@petrach.org](mailto:Beverly.Sarduy@petrach.org)**



**Petra Community  
Housing 2021**

## ***Resident Service Coordination***



Serving Residents of  
Flag House, Bard Complex &  
Other Petra Communities

## What is Resident Service Coordination?

*Service Coordination is about connecting residents with benefits, services and programs that can improve their lives and make it more likely they will be able to stay longer in their homes.*

*Resident Services seeks to foster healthy communities and promote self-sufficiency by providing educational workshops and information on available resources.*

*The role of the service coordinator is to link residents to supportive services and other community resources.*



## What Does a Resident Service Coordinator (RSC) Do?

### **ASSESSMENT -**

The RSC meets individually with residents to assess their situation and recommend available services and programs for the residents and their family. This information is kept confidential with the RSC.

### **EDUCATION -**

The RSC informs residents about available services and benefits and how to apply for those services or benefits. They facilitate wellness and other educational programs and workshops to enrich the lives of residents.

### **COMMUNITY -**

RSC's recognizes the impact of the social environment and the importance of developing a sense of community. They support tenant associations and social activities to build community for all residents.

### **ADVOCATE -**

Your RSC may serve as a resident advocate when communicating with community-based agencies, and/or government entities (Social Security Administration, Dept. of Veteran's Affairs, etc.).

***"We all win when Residents receive the services they need".***

## How Can A Resident Service Coordinator Improve The Quality of Your Life?

*Resident Service Coordinators (RSC) advocate for residents to maintain successful tenancies and improve their quality of life by providing a combination of information and referral to services.*

- \* Provide assessment and research for benefit entitlements, insurance needs & health provider information.
- \* Connect you to programs to assist with your financial concerns.
- \* Refer you to agencies and funding sources if needed for personal, home care needs, or medical equipment.
- \* Offer external resources for emotional support or social stability.
- \* Assess and address health & safety concerns.
- \* Offer external sources for spiritual support or family issue resolution.
- \* Arrange or Conduct educational workshops for topics such as Advanced Directives, Health, Wellness and Prevention.