

Benefits of Service Coordination



...for families

The rationale for supplementing affordable family housing with social services is rooted in the literature on poverty. Summarizing research on the subject, especially as it bears on children, Lisbeth Schor concluded, “risk factors leading to later damage occur more frequently among children in families that are poor and still more frequently among families that are persistently poor and live in areas of concentrated poverty.” Just as the cumulative impact of multiple risk factors causes poor outcomes, “each risk factor vanquished does enhance the odds of averting later serious damage. A healthy birth, a family helped to function even though one parent is depressed and the other seldom there, effective preparation for school entry – all powerfully tip the scales toward favorable outcomes.” **Poverty puts families at a greater risk for poor outcomes. But a supportive environment helps to ameliorate those risks.**¹

According to January – December 2016 data compiled through the familymetrics documentation system, service coordinators provided more than 500,000 services to 52,286 households comprised of 155,000 residents actively being served at 1,777 properties to help them achieve self-sufficiency and move out of poverty. The chart to the right are some examples of the impact of service coordinators in supportive housing for families.²

| Supportive Service Program | Residents Served | Number of times service delivered |
|----------------------------|------------------|-----------------------------------|
| Housing/Home Ownership | 4,282 | 11,314 |
| ESL | 710 | 5,605 |
| GED | 623 | 3,772 |
| Employment assistance | 2,278 | 6,690 |
| Computer training | 2,932 | 16,222 |
| Eviction prevention | 3,740 | 8,890 |
| Financial counseling | 4,075 | 11,567 |
| Youth development | 11,091 | 322,769 |

Family property resident services usually require a core capacity of facilities, staff and management systems at a cost of about \$300-\$400, and in some cases as much as \$600 per unit per year. Based on anecdotal data, the per-unit cost of the core capacity for resident services can add five to six percent to the operating budget.¹

Service coordinators at family properties develop programs and provide access to services that target the following outcomes:

- Number of children in after-school programs who raised their grades
- Number of adults who obtained jobs or advance on their careers
- Number of adults who mastered a level of English as a second language
- Number of people who opened savings accounts
- Number of children who felt safer
- Amount of increased rent collections

¹Resident Services for Families in Affordable Housing, A Background Paper, prepared by Carl Sussman, a consultant to The Enterprise Foundation, and edited by Diana Meyer, Senior Director at The Enterprise Foundation, for The Resident Services Symposium co-hosted by The Enterprise Foundation and Neighborhood Reinvestment on March 31, 2005 in Washington, D.C.

²familymetrics is a performance management software platform for family social services created by the Pangea Foundation. www.familymetrics.org.