

Benefits of Service Coordination



...for older adults

According to January-December 2013 data compiled through the *AASCO*Online documentation system,* service coordinators at 2,139 affordable housing communities for elderly and disabled adults delivered more than 3,500,000 supportive services to over 156,000 residents. Some of the typical services accessed on behalf of residents include:

- health care/services – 397,813 services delivered to 75,944 residents
- benefits/entitlements/insurance services – 318,153 services delivered to 87,928 residents
- meals – 344,352 services delivered to 62,521 residents
- home management – 309,446 services delivered to 75,280 residents
- monitoring of services – 366,024 services delivered to 58,020 residents

Providing access to services allows elderly residents to remain living independently at the property longer, rather than moving to a higher level of care. This suggests that as residents age, having a service coordinator onsite is valuable to both the resident and the property.

91% of the residents residing in properties using *AASCO*Online continued to live independently through access to community-based supports and services with the assistance of a service coordinator.

Additionally, a report by the U.S. Department of Housing and Urban Development (HUD) found that "...more than a 6-month increase in the average length of occupancy for developments that had the [service coordinator program] relative to those without..." This compelling evidence suggests the great impact the presence of a service coordinator can have on helping an elderly resident access supports and services to maintain their independence in their own home instead of having to move to more-costly institutionalized care (e.g., nursing homes or assisted living).

Here are some benefits of service coordination at properties for older adults:

- Prevention of unnecessary apartment vacancies due to premature nursing home placement
- Reduction in eviction issues
- Reduction in apartment damage
- Decline in persistent housekeeping concerns
- Increases safety as needs for assistance are more quickly recognized and addressed
- Provides an ability to intervene in early stages of resident crisis
- Helps management maintain daily schedules without interruption by residents or their families
- Relieves tensions associated with mixed populations
- Heightened sense of community
- Increased awareness by management staff of available community resources
- Enhances property image by increasing networking with agencies and community representatives

**AASCO*Online is a web-based resident management and documentation system developed by the Pangea Foundation and AASC. To learn more about the compelling data that supports the cost-effective results of service coordination or the system itself, contact AASC, (614) 848-5958.

¹ U.S. Department of Housing and Urban Development. Office of Policy Development and Research. "*Multifamily Property Managers' Satisfaction with Service Coordination.*" Washington, DC. December 2008, p.17.