American Association of Service Coordinators
2020 Annual Awards of Excellence

Call for Nominations

Deadline for submissions is Wednesday, March 11, 2020

Overview
The American Association of Service Coordinators’ Awards of Excellence recognize and celebrate individual members, an affordable housing property’s team (service coordinator, property manager, maintenance, activities and/or transportation staff), and innovative programs at an affordable housing property for outstanding achievement in service coordination and services to residents.

Nominations will only be accepted through online submission on Submittable, which can be accessed through AASC’s website, and must include detailed information on how the nominee best meets each of the criteria of the award category. Nominations must be received by Wednesday, March 11, 2020.

The awards committee will blind review nominations and select winners. Nominees will be notified of the results in April, so they can plan to attend the 2020 National Service Coordinator Conference at the Gaylord National in National Harbor, Maryland. The awards ceremony will be held on Tuesday, September 1.

Service Coordinator of the Year
Honors an outstanding service coordinator who serves elderly, family and/or disabled populations and:

- Demonstrates extraordinary initiative and commitment in working to improve the lives of his/her residents and community in areas such as developing and implementing innovative programs and community partnerships that improve the quality of life for residents; promoting resident engagement in advocacy efforts; greater awareness of the needs of their residents by outreach and networking in the community
- Achieves significant or unique measurable outcomes as a result of their efforts to improve the health and wellness outcomes and/or promote healthy habits of their residents
- Initiates innovative partnerships with community service providers or other partners designed to maintain independence, eliminate barriers, improve skills and assets, or improve the quality of life for the residents
- Goes significantly above and beyond the regular/traditional duties of a service coordinator
- Serves as a strong resource in service coordinator-related issues by coworkers, colleagues and residents, and is viewed as a leader and innovator in the profession

The 2019 Service Coordinator of the Year was Kandi Burt. Kandi’s commitment to her residents exemplifies the meaning of being a service coordinator. She has implemented several programs for her residents that has enabled each of them to remain independent in their homes and have a better quality of life. Most notably, Kandi
went above and beyond to assist residents after a structure fire. Within 24 hours, she and the property manager made sure each of the temporarily displaced residents had hotel vouchers, food and personal items.

Each nomination must include ONE letter of recommendation from each of the following:

1. Resident at the property
2. Family member of a resident who was assisted by the service coordinator
3. Community provider or partner who has worked with the service coordinator
4. One person of the nominator’s choice (the service coordinator’s supervisor, quality assurance professional, elected official, etc.)

To be eligible for Service Coordinator of the Year, nominees must be a current AASC member in good standing and in their current position for at least one year prior to the National Service Coordinator Conference. Also, the nominated service coordinator must not have been a Service Coordinator of the Year winner within the past five (5) years.

The winner of the Service Coordinator of the Year award will receive:

- Monday-Wednesday conference registration
- CEU certificate
- Three (3) nights lodging at the Gaylord National (room and tax only)

Affordable Housing Team of the Year
Honors an affordable elderly, family and/or disabled housing property’s team (at a minimum, the “team” must include the service coordinator and property manager; additional staff at the property that can be included: maintenance, activities, administrative and transportation staff) who:

- Demonstrates extraordinary teamwork as a building staff to improve the lives of their residents
- Exceeds expectations of the affordable housing property’s team job duties and demonstrates a strong professional relationship with one another
- Works together to significantly impact and enhance the lives of their residents

The team from Canterbury Court was the 2019 Affordable Housing Team of the Year. The 10-person property team embodies Episcopal Retirement Services’ philosophy of supporting older adults to live with dignity and independence for as long as possible. From seemingly small tasks, such as work orders being submitted and completed within the same day, to organizing community events and activities, this hardworking and dedicated team inspired a 70-year-old resident to say that Canterbury Court is “not just an apartment building, but a community living at its best.”

Each nomination must include a letter of recommendation from each of the following:

1. Two residents to speak to how the property’s team is a benefit to the property or themselves specifically
2. One staff member or administrator from the management company or housing organization
3. One additional letter of recommendation of the nominator’s choice (community providers or partners, elected officials, etc.)

To be eligible for the Affordable Housing Team of the Year award, the service coordinator of the team must be a current AASC member in good standing. The affordable housing team members must be in their current positions for at least one year prior to the National Service Coordinator Conference.

The service coordinator and property manager for the winner of the Affordable Housing Team of the Year Award will receive:

- Monday-Wednesday conference registration
- CEU certificate
- Three (3) nights lodging at the Gaylord National (room and tax only)

Affordable Housing Innovative Program of the Year Award
Honors an outstanding and innovative program at an affordable elderly, family and/or disabled housing community that:

- Can be similarly replicated by other affordable housing communities
• Demonstrates extraordinary initiative and commitment in working to improve the lives of the residents at the affordable housing community
• Is innovative in the traditional and/or non-traditional partnerships created with entities in the larger community to develop and implement the program
• Addresses a property-wide or community-wide need
• Serves to maintain independence, eliminate barriers, improve skills and assets, engages the residents with the larger community or improves the quality of life for the residents
• Creates new opportunities for residents
• Achieves significant or unique measurable outcomes as a result of the program

The 2019 Affordable Housing Innovative Program of the Year was Homes for America’s 21st Century Learning Center LINK Club. Brent Place Apartments, an affordable housing community in Alexandria, Virginia, is home to 207 very low income and immigrant households. The community is largely underserved, and the youth of Brent Place are performing well below their academic grade level. Recognizing the need for quality afterschool enrichment opportunities, Homes for America sought creative ways to serve the disadvantaged students and families by partnering with the Alexandria City Public Schools (ACPS) to bring certified teachers to Brent Place. Now in its second year, ACPS teachers continue to serve 65 students five days a week and during the summer onsite. The program has been recognized by the Virginia Department of Education as an exemplary program and ACPS is looking to duplicate this program within other high-need communities.

Each nomination must include a letter of recommendation from each of the following:

1. Two residents affected by or who participated in the program
2. One community provider or partner that participated in or helped develop and/or launch the program
3. One person of the nominator’s choice (another community partner, elected official, community leader, housing organization executive, etc.)

To be eligible for Affordable Housing Innovative Program of the Year Award, the service coordinator at the property must be a current AASC member in good standing and in their current position for at least one year prior to the National Service Coordinator Conference. Also, the nominated Program must not be from a property or other affordable housing community that has been an Innovative Program winner within the past five (5) years.

The property service coordinator for the winner of the Affordable Housing Innovative Program of the Year Award will receive:

• Monday-Wednesday conference registration
• CEU certificate
• Three (3) nights lodging at the Gaylord National (room and tax only)