THE ISSUE
Service coordinators are the vital link between affordable housing and services. They empower residents to live well and also play an integral role in realizing nationwide policy goals to reduce health care costs and increase self-sufficiency. Properties in all 50 states, the District of Columbia and three U.S. Territories employ service coordinators, but less than a quarter of the nearly 20,000 multifamily housing sites that are eligible for service coordinators are able to cover the costs through existing federal grant funding or excess operating funds.

Every year, Congress and the president must agree to a federal budget the provides funding for Section 202, ROSS, FSS coordinators and the HUD properties they work in. The House has approved a Housing and Urban Development (HUD) budget, which includes appropriations for service coordination and affordable housing. However, the Senate has yet to draft legislation because the full Congress hasn’t reached a deal to raise budget caps that allow them to spend additional money.

THE IMPACT
By taking a proactive approach, service coordinators aim to holistically improve resident quality of life through advocacy, case management, social engagement, outreach and assistance. Adding service coordinators to additional properties could result in healthier and happier families, older adults who are more likely to age in place and cost savings for individuals and government programs.

Service Coordination BY THE NUMBERS

<table>
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<th>66%</th>
<th>3/4</th>
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<td>18.3</td>
<td>94</td>
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The fraction of Americans eligible for housing assistance that currently don’t receive it because there aren’t enough properties to house them.

Percentage of residents with service coordinators who in 2018 continued living independently instead of moving to facilities or homes with higher care levels.

THE ACTION
Contact your Members of Congress and explain the importance of reaching a budget caps agreement and approving a HUD budget that fully funds existing service coordination and affordable housing programs. Tell them older adults and families would benefit from additional investments in Section 202 service coordination, affordable housing programs, ROSS and FSS.