2020 Policy Priorities

Since 1999, the American Association of Service Coordinators (AASC) has represented the interests of service coordinators while also providing guidance and training on best practices. Our more than 3,500 members play a pivotal role in nationwide efforts to connect low-income older adults and families to vital resources.

AASC’s policy goals are focused on preserving existing service coordination programs as well as improving them. AASC also prioritizes creating additional opportunities for service coordinators to assist more Americans to achieve stability and age in place.

Service Coordination

BY THE NUMBERS

- **66%**
  - How much less it costs nationally for older adults to live independently with the assistance of a service coordinator than in a nursing home.

- **3/4**
  - The proportion of Americans eligible for housing assistance that currently don’t receive it because there aren’t enough properties to house them.

- **93%**
  - Percentage of residents with service coordinators who in 2019 continued living independently instead of moving to facilities with higher care levels.

- **30**
  - Average number of services provided to residents by service coordinators using AASC Online for documentation.

- **Section 202 Multifamily Service Coordinators**
  - work in elderly housing properties to connect residents to resources and programs that allow them to age in place. About 5,000 service coordinators are funded through grants or their properties’ budgets. They are assessing residents and taking a holistic approach to meeting their needs.

- **Resident Opportunity and Self-Sufficiency Coordinators**
  - address the needs of residents in public housing communities. Because of the diverse populations on their properties, ROSS coordinators connect residents to a range of assistance from aging services to job training and childcare.

- **Family Self-Sufficiency Coordinators**
  - are a vital piece of a proven approach to helping families in public housing and the Housing Choice Voucher program build assets and make progress toward economic independence. FSS works by combining stable affordable housing with service coordination to help families access services needed to overcome barriers to work and other achievements such as purchasing a home or earning a degree.
Preserve and Expand Service Coordination

Through Appropriations

$175 million to fund more than 1,600 existing service coordinators and provide three-year grants to create an additional 300 service coordinator programs in Section 202 elderly housing properties. More than 2,000 Section 202 properties that are eligible for a service coordinator don’t have one, in many cases because of inadequate funding.

$45 million to fund existing Resident Opportunity and Self-Sufficiency programs and provide grants to additional Public Housing Authorities.

$100 million to fund more than 1,250 existing Family-Self Sufficiency grant programs as well as connect families to as many as 450 additional service coordinators.

Extend HUD’s Integrated Wellness in Supportive Housing (IWISH) Demonstration that pairs nurses with service coordinators in elderly housing. The three-year demonstration is scheduled to end in September despite a promising interim report. An extension would result in more complete data showing how service coordination impacts the health outcomes of older adults.

$600 million to build new Section 202 housing for the elderly. This total, while not nearly enough to meet existing needs as the number of older adults eligible for affordable housing increases daily, brings funding near where it was when appropriations for this purpose were eliminated in 2011.

Through the Executive Branch

Support HUD’s Office of Policy Development and Research as it evaluates how Medicare and Medicaid can assist housing-based programs that improve health outcomes for low-income older adults.

Encourage HUD and its regional offices to prioritize training and funding policies that provide flexibility.

Promote policies permitting USDA properties to employ service coordinators through operating funds.

Collaborate with the Department of Labor to explore opportunities for service coordination to be a workforce solution as well as an asset to job seekers.

Through Legislation

Strengthen an American Homeownership and Economic Opportunity Act of 2000 provision that allows service coordinators to serve residents in their communities outside of HUD affordable housing properties.

Reauthorize the Older Americans Act, which recognizes social isolation as a health risk and seeks to improve socialization among older adults.

Enact the Grandfamilies Act, which places service coordinators in Grandfamily housing.

Establish a House Permanent Select Committee on Aging to examine aging issues and opportunities.