

Using Data to Enhance Your Service Coordinator Program

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Why Data Matters

- Make informed decisions
- Track outcomes
- Recognize trends
- Build strategic partnerships and programs
- Advocate for your program

Data Defined

Qualitative Data

- Questionnaires
- Interviews
- Observation

Quantitative Data

- Tests
- Metrics
- Experiments

Collecting Data

- Input = Output
- 3,000 data points in AASC Online
- AASC Sample Forms
- My Community Directory
- What story do you want to tell?



Question

What other types of data do you keep that you've found useful for decision making, partnership building and/or advocacy?

Analyzing Data

- 125 reports in AASC Online
- What question do you want to answer?



Service Coordinators Reduce Social Isolation

Building Connections

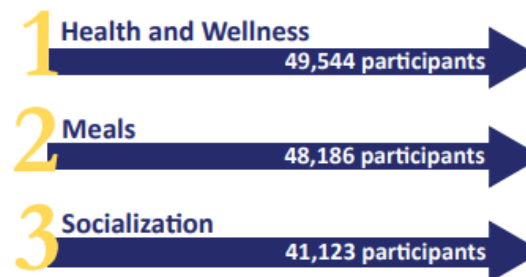
Through every program they organize and every resident they visit, service coordinators are combating social isolation. In 2019, service coordinators who use the AASC Online documentation system reported delivering more than 7.8 million services to 259,977 residents. That averages out to more than 30 services per program participant. All those interactions equal older adults who have someone to confide in and a community they feel they're a part of.

Of the 104,156 events organized by service coordinators in 2019, those targeted directly at socialization were among the most attended.

Most Commonly Organized Events



Most Popular Programs by Attendance



Reaching Out

Service coordinators are the eyes and ears on the ground of HUD's multifamily and public housing properties. They're keenly aware of which residents prefer to stick closer to home and those that want to be active members of their communities. When a resident hasn't been to a program in a while or doesn't seem to be interacting with neighbors, service coordinators reach out and aim to engage them in activities at their comfort levels.

Service Coordinators support seniors in a variety of ways and find creative opportunities for involving residents in their communities. In 2019, service coordinators using AASC Online reported:

- Encouraging 62,729 residents to attend events
- Personally inviting 44,963 residents to events, activities and programs
- Building relationships with 67,574 residents who may not have outside connections

SERVICE COORDINATORS SUPPORT OLDER ADULTS WITH HOARDING DISORDERS



As trusted leaders in the affordable housing communities they serve, service coordinators work proactively to prevent and address mental health emergencies by regularly assessing residents' needs, constantly communicating with property management, and fostering partnerships with resource providers who can help.

One such mental health need service coordinators support residents through is hoarding. When a service coordinator suspects hoarding, they take quick action to ensure the resident is not violating lease terms and won't lose their housing. This often means working with cleaners and housing organization leaders to prevent violations or evictions. To address the serious nature of hoarding disorder, service coordinators also seek to ensure residents have long-term support in the form of ongoing mental health treatment and community understanding.

Their efforts may mean the difference between maintaining secure, stable housing and moving individuals experiencing hoarding disorder to expensive high needs facilities or the streets when they're unable to keep their apartments tidy.

The proactive support of a service coordinator is vital to older adults living in affordable housing who experience hoarding tendencies or disorders – the number of which is growing. However, only half of eligible HUD housing communities have service coordinator programs. This is largely because of a lack of funding.

HOARDING'S IMPACT

Hoarding disorder is a mental health condition that can impair a person's daily life and lead to dangerous clutter. It can cause stress and shame and also create unhealthy and unsafe living conditions.

Hoarding is especially concerning in federally subsidized affordable housing where residents are required to maintain clean and accessible units. When older adults living in these buildings are experiencing hoarding disorder, they can face lease violations and evictions that can ultimately lead to homelessness.

Percentage of lease violations that are for hoarding, housekeeping or cleanliness issues.

25%

14,519

Number of times Service Coordinators assisted residents with hoarding in 2023.

Hoarding, housekeeping or cleanliness issues are the 4th leading cause of eviction notices.

4th

AASC Online Reports

AASC Online Reporting Center

Pre-Built Reports

Ad Hoc Reports

AASC Online Reports

Report

- Resident Demographics
- Activity Summary
- ADL / IADL Reports
- Administrative/QA Reports
- Referrals/Resources/Partners Report
- Cost Savings
- Property Wide Cost Savings
- Incident/Violations Reports
- Insurance Reports

Select Properties to Report On:

Organization

Property

– Pangea Homes

- Griffin Park
- Pangea Plaza
- Wright Estates

Select All Unselect All Refresh

Sub Report

- Demographics Report
- Languages Summary
- Languages Spoken Resident Summary
- Education Level Resident Summary
- Education Level Overview
- Education Level Overview (by Property)
- Resident Income Summary
- Veterans / Veteran Widows
- Resident List with Phone #'s and Birthdays

Select RSCs to Report On:

<input checked="" type="checkbox"/> First Name	Last Name
<input checked="" type="checkbox"/> Jill	Trainer
<input checked="" type="checkbox"/> Mike	Trainer
<input checked="" type="checkbox"/> Steven	Trainer
<input checked="" type="checkbox"/> Kelly	Account SC (inactive)
<input checked="" type="checkbox"/> Everett	Test SC (inactive)


Select All Unselect All

Date Range: Month Custom Day

Jan ▾ First ▾ 2021 ▾ to Jun ▾ Last ▾ 2021 ▾

Generate Report [Report Tutorial](#)

My Community Directory

 COMMUNITY DIRECTORY [Support](#) [Site Tools](#) [People I'm Helping](#) MH Melissa

My Analytics

Report Name	Description	
My Activity Dashboard	Basic report showing your recent activity and area information for the past 90 days based on the last postal code you searched.	View Report
Search Activity (My Groups)	Understand top needs in your community by reviewing search trends, common search terms, and searches over time. This dashboard looks at usage from you and your groups.	View Report
Referral Activity (My Groups)	Understand referral outcomes and address needs in your community by reviewing your referral trends and follow ups. This dashboard looks at usage from you and your groups.	View Report
Assessment Activity (My Groups)	Address needs in your community by reviewing assessment trends. This dashboard looks at usage from you and your groups. Assessments are available for Professional and Enterprise subscribers. Please speak with your CSM to learn more about this feature.	View Report
Site Referral Details (My Groups) -- PII	Review individual referral details. This dashboard will include all referrals created by you or a member of your group(s).	View Report
Site Assessment Details (My Groups) -- PII	Review individual assessment responses. This dashboard includes all assessments submitted by you or a member of your group(s), and assessments that were shared with your group(s). Assessments are available for Professional and Enterprise subscribers. Please speak with your CSM to learn more about this feature.	View Report

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Property-Wide Profile



Property-Wide Profile

Calendar Year : _____

Property Profile		
Property Name:		
Property Address:		
Number of Units:		
Number of Residents:		
Property Style: <input type="checkbox"/> Low rise <input type="checkbox"/> High rise <input type="checkbox"/> Cottages		
Community Type: <input type="checkbox"/> Urban <input type="checkbox"/> Rural <input type="checkbox"/> Suburban		
Amenities:		
<input type="checkbox"/> Bird Aviary <input type="checkbox"/> Community Room <input type="checkbox"/> Exercise Equipment <input type="checkbox"/> Pull Cord <input type="checkbox"/> Electronic Key Entry <input type="checkbox"/> Working Garden <input type="checkbox"/> Community Kitchen <input type="checkbox"/> Service Coordinator <input type="checkbox"/> Common Laundry Room <input type="checkbox"/> Security Cameras <input type="checkbox"/> Private Patio/Balcony <input type="checkbox"/> Library <input type="checkbox"/> Others _____		
Walkable Options:		
<input type="checkbox"/> Bank <input type="checkbox"/> Hospital/Health Clinic <input type="checkbox"/> Shopping <input type="checkbox"/> Bus Stop <input type="checkbox"/> Pharmacy <input type="checkbox"/> Groceries <input type="checkbox"/> Sidewalks <input type="checkbox"/> Senior Center <input type="checkbox"/> Nutrition Site <input type="checkbox"/> Others _____		
Unique Community Features:		
<input type="checkbox"/> Adult Day Care Center <input type="checkbox"/> Book Mobile <input type="checkbox"/> Field Trips <input type="checkbox"/> Polling Place <input type="checkbox"/> Pet Grooming <input type="checkbox"/> Book Club <input type="checkbox"/> Dental Clinic <input type="checkbox"/> Meal Site <input type="checkbox"/> Hair Salon <input type="checkbox"/> Senior Center <input type="checkbox"/> Others _____		
Unmet Needs:		

Resident Demographics					
Age Category	# Residents	% Residents	Gender	# Residents	% Residents
18-24			Female		
25-36			Male		
37-55			Transgender		
56-59			Unknown		
60-74					
75-82					
83-99					
100+					
Unknown					
Average Age					

Veterans	# Residents	% Residents

Annual Turnover	# Residents	% Residents
Move-outs/deaths		

ADLs/IADLs	# Residents	% Residents
IADLs Only		
1 ADLs		
2 ADLs		
3 ADLs		
4 ADLs		
5 ADLs		
At Risk (1-2 ADLs)		
Frail (3+ ADLs)		
Residents with Disabilities		

ADL Type	# Residents	% Residents
Feeding or Eating		
Dressing		
Grooming		
Bathing		
Toileting		
Transferring		
Ambulance/Locomotion		

IADL Type	# Residents	% Residents
Telephone		
Traveling		
Shopping		
Preparing Meals		
Housework		
Medications		
Personal Finances		

Health Information		
Top 10 Chronic Health Conditions	# Residents	% Residents

Physician/Health Insurance	# Residents	% Residents
Residents with a Primary Care Physician		
Residents with Health Insurance		

Types of Health Insurance	# Residents	% Residents
Medicare		
VA		
Medicaid		
Dual Eligible (Both Medicare and Medicaid)		

Wellness and Preventative Health Programs at the Property	# Programs
Health and Wellness	
Fitness and Exercise	
Isolation Prevention	
Meals	
Transportation	

Community Resources

10 Most Utilized Community-Based Services and Resources	# Resources

Key Partnerships in Place	# Partnerships

Property-Wide Profile

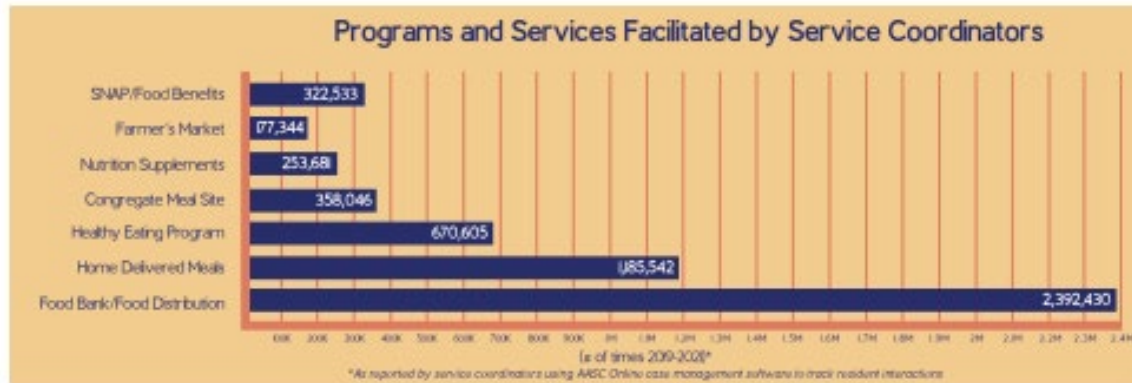
- ADL/IADL Totals and Types
- Top 10 Chronic Health Conditions
- Physician and Insurance Access
- Types of Health Insurance
- Wellness and Preventative Health Programs
- 10 Most Used Community-Based Resources
- Key Partnerships in Place

Presenting Data

- Consider your audience
- Visuals make an impact



Service Coordinators Fight Hunger



Building Partnerships to Supply Fresh Foods

Fresh fruits and vegetables can be a luxury for low-income residents when SNAP benefits are limited or their main food sources are delivered in non-perishable commodities boxes. The 107 residents at Ridgeview Village in Olathe, Kansas never go without fresh produce thanks to a partnership with Harvesters Community Food Network and local farmers as well as a thriving community garden.

"Partnerships with Harvesters and the other community partners we work with were established so that we can work as a team to better our community," Ridgeview Village Service Coordinator Corry Franklin said. "It takes a caring community to make sure that our growing elderly population is served in the proper way and that starts with nutrition."

Corry is also collaborating with local farmers to bring fresh beef, chicken, eggs and produce directly to the property. The farms accept coupons provided by the local Salvation Army that residents can exchange for fresh foods that aren't available at the food pantry or included in delivered food boxes.

HUNGER AND MALNUTRITION PREVENTION

The foundation of service coordination is supporting residents by meeting their basic needs. This often means ensuring those that they serve have access to food that is filling and appropriate for their health and wellness journeys. Meals and nutrition are the top resources to which service coordinators are connecting residents each year. Service coordinators achieve this through partnering with community based providers and facilitating the following resources:

- On-site food pantries
- Congregate meal sites
- Food box deliveries
- Healthy cooking classes
- SNAP enrollment
- Mobile grocery stores
- Home aids who help shop and cook
- Meal delivery services
- Food vouchers
- Farmer's markets
- Community gardens
- Grocery delivery services
- Transportation to stores and meal sites
- Nutrition education

Question

How have you used data to enhance your program offerings, build partnerships, or advocate for service coordination and your residents?

AASC Advocacy

AASC shares data findings with:

- Congress
- Federal Agencies
- Partners

Data Sources

AASC Online

- Resident Demographics
- Service Log
- Programs
- Cost Savings
- Turnover/Length of Stay

My Community Directory

- My Analytics
- Search History

Service Coordination by the Numbers

Average # of services
provided per participant*

37

4

Average # of chronic
medical conditions
reported per participant



16,276

Health and wellness programs developed
by SCs to address chronic medical conditions

93%

of residents with service
coordinators continued to
live independently



66%

How much less it costs
nationally for older adults
to live independently
instead of in nursing homes



73.5

Average age of residents

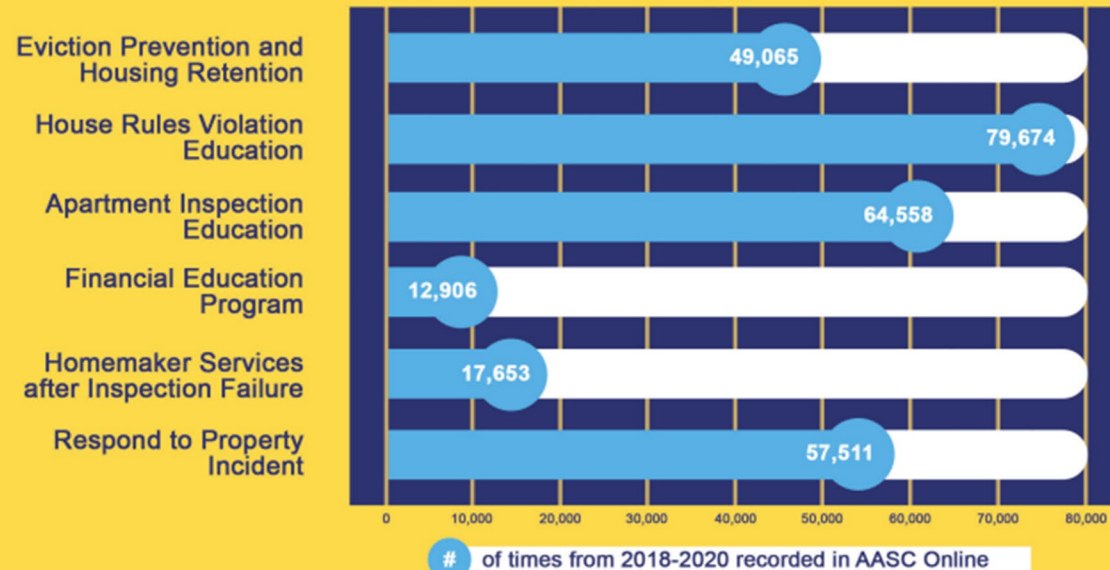
Service Coordinators Prevent Evictions

PROACTIVE INTERVENTION PREVENTION

Every interaction a service coordinator has with a resident is a step toward keeping that individual living longer in their community. Some residents require targeted support to proactively prevent evictions and keep them aging in place. Service coordinators achieve this through:

- Apartment inspection and house rules education
- HUD policy education and clarification
- Recertification review of documentation needed
- Housing counseling references
- Connection to Adult Protective Services
- Smoking cessation programs
- Securing formal caregiver support
- Communicating with informal caregivers
- Hospital release support
- Referral for homemaker services to pass inspections
- Credit counseling/debt management

PROGRAMS AND SERVICES FACILITATED BY SERVICE COORDINATORS



Service Coordinators Address SDOH



Building Community Connections

Service coordinators who are AASC members now have access to My Community Directory, where they can connect directly with community based organizations that provide free and reduced-cost services.

With at least 1,400 resources in every zip code nationwide, service coordinators can use My Community Directory to locate accurate community resources, log a history of their residents' needs, and make direct referrals to service providers.

More than 800 service coordinators searched My Community Directory for free and reduced-cost supports in the first year of its availability.

They conducted more than 17,000 searches with the most-searched resources including in-home supportive services, dental care, help paying for housing or utilities, food delivery and emergency food.

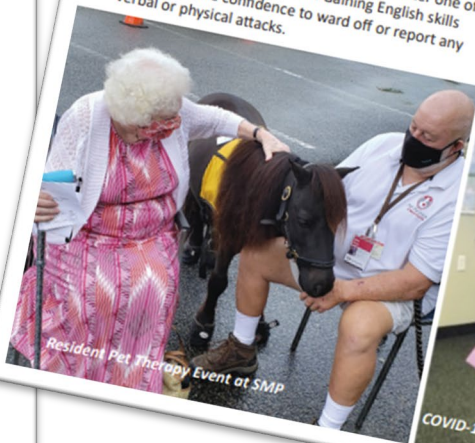
From the Field: Service Coordinators Address Social Determinants of Health

The Centers for Disease Control and Prevention defines social determinants of health as conditions in the places where people live, learn, work, and play that affect a wide range of health and quality of life risks and outcomes. The social determinants are encompassed in five categories that service coordinators are addressing daily. The AASC member experiences below are a small glimpse into the ways service coordinators are in affordable housing for older adults ensure their residents' basic needs are met.

Education Access and Quality

Learning is a lifelong endeavor that service coordinators help residents achieve through informational programming about benefits programs, managing chronic conditions, and personal finances. In recent years, service coordinators have prioritized technology training to familiarize residents with their phones and other devices. This allows them to take advantage of online grocery and medication ordering, telehealth, social video calls, and career training.

At one southern California property, onsite English as a second language courses facilitated by the service coordinator have been lifesaving. Ninety percent of residents are Asian American and many feared becoming victims of hate crimes spurred by the COVID-19 pandemic's origin, particularly after one of their neighbors was attacked. Gaining English skills gives them the confidence to ward off or report any verbal or physical attacks.



Resident Pet Therapy Event at SMP

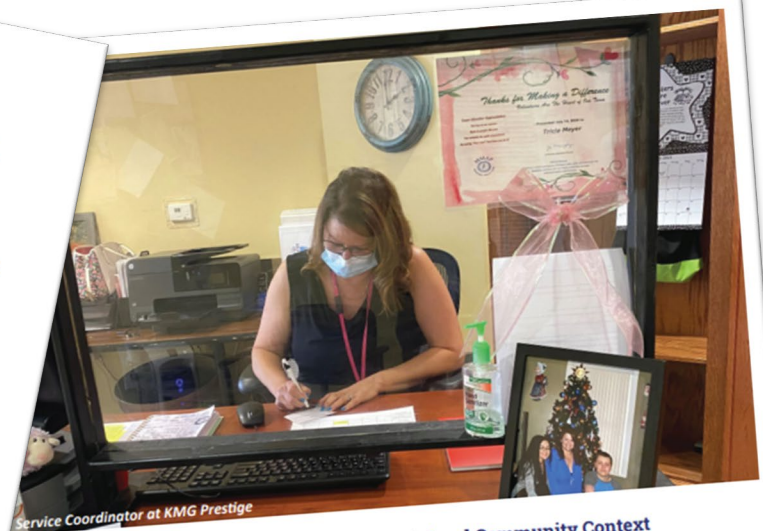
Health Care and Quality

Service coordinators have long sought partnerships with health care providers who can care for residents. They often arrange for podiatrists, mobile dentistry services, nurses who provide blood pressure checks and medication management, and vaccine clinics to visit their properties. During the pandemic, they've relied on health provider connections to organize COVID-19 vaccination clinics and informational sessions.

At Mount Rubidoux Manner in Riverside, California, the service coordinator collaborates with a health navigator from the Inland Empire Health Plan to better support residents who are dually eligible for Medicare and Medicaid (Medi-Cal in California). The service coordinator refers residents with specific health plan benefit questions or who require hands on health care and behavioral health referrals to the health navigator.



COVID-19 Vaccination Clinic at AHEPA



Service Coordinator at KMG Prestige

Neighborhood and Built Environment

Ensuring residents have access to healthy foods and transportation are primary focuses for service coordinators. Those who track resident interactions in AASC Online report assisting residents with these two needs more often than any others. In this category, service coordinators also assist residents with applying for home modification programs and reasonable accommodations.

When residents in Illinois began sharing concerns about the safety of a crosswalk they used daily to get to the grocery store and bank across the street from their affordable housing property, the service coordinator empowered them to advocate for change. The service coordinator organized a meeting between local government officials and residents to bring awareness about the dangerously little amount of time that was allowed for crossing the street. Within days the light was updated to provide residents more time to cross the street and the residents formed an age friendly committee with the goal of keeping local officials better informed about the needs of older adults in their community.

Social and Community Context

Through every program they organize and every resident they visit, service coordinators are combating social isolation and working to create a positive community culture. Building connections with and among residents is vital, particularly in senior housing where half of residents with service coordinators live alone. Of the more than 100,000 events organized by service coordinators reporting data in AASC Online, those targeted toward socialization were among the most attended.

While residents were social isolating as a pandemic precaution, service coordinators of a Florida-based housing provider took note of residents reporting more often that they felt lonely or sad. To address this, service coordinators at multiple properties took part in a social isolation challenge called Distant but Not Alone with the goal of convening community partners to host programs that would foster a sense of togetherness. They arranged for intergenerational pen pals, outdoor exercise classes, a fundraising walk to end Alzheimer's, pet therapy, community gardens and more.

Advocacy Successes

- Expanding Service Coordinators Act
- Expedited Service Coordinator Grant Funding Process
- CARES Act Funding
- Service Coordinators in RD Buildings
- Community-Based Service Coordinators
- Highest-Ever SC Program Funding from Congress

Fact Sheets, Case Studies and Reports

The image shows a screenshot of the AASC website. At the top, there is a navigation menu with the following items: About, Join, Education & Events, Membership, Public Policy, Newsroom, and Resources. The 'Public Policy' link is circled in red. Below the navigation menu, there is a grid of three content cards. The middle card, titled 'Fact Sheets, Case Studies and Reports', is also circled in red. Each card features a photograph of people in a professional setting, a title, a short paragraph of text, and a 'Learn More' link. Below the grid, there are three partial images showing people's faces.

Navigation Menu: About, **Join**, Education & Events, Membership, **Public Policy**, Newsroom, Resources

Policy Priorities

One of AASC's goals is to demonstrate the benefits of service coordination to Members of Congress and policymakers at all levels. AASC sets policy priorities to guide our organization's work as well as our legislative advocacy.

[Learn More](#)

Fact Sheets, Case Studies and Reports

Many people, even some legislators, are unfamiliar with service coordination. These fact sheets, case studies and reports explain who service coordinators are, what they do and who they serve.

[Learn More](#)

Advocacy Tips

View the 2021 Summer of Advocacy resources as well as AASC Advocacy Advice, which offers tips on engaging residents, hosting lawmaker visits and more.

[Learn More](#)

Question

- What are some ways you see yourself using the data you have available in the future?

Questions?

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