The Role of the Service Coordinator in 2021

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Director of Government Affairs
AMERICAN ASSOCIATION OF SERVICE COORDINATORS

- 3,700 members from every state and U.S. territory
- 1,000 member organizations
- Mission: Education and advocacy
- Annual conference, webinars, AASC University, PSC
- Technical assistance
- AASC Online
- My Community Directory
SERVICE COORDINATORS IN SENIOR HOUSING

- 6,000+ Service Coordinators in HUD Senior Housing

- Multifamily & Resident Opportunities and Self Sufficiency (ROSS) service coordinators assist older adults in HUD housing

- More service coordinators in properties funded through tax credits

- IWISH Demonstration in seven states pairs service coordinators with wellness nurses to assist older adults
FUNDING REQUESTS

- $125 million for Multifamily Service Coordinator grants in FY21 – First new funding in almost a decade!
- Administration proposed $125 million for grants in FY22
- Advocating for $1 billion, which would provide grants to all 202s without service coordinators
- $2.5 billion for new Section 202s
- $500 million for WiFi infrastructure and set up
- July – Housing is Infrastructure
- August – Service Coordinators in all Federal Properties
- September – Voter Engagement
Average # of services provided per participant: **37**

Average # of chronic medical conditions reported per participant: **4**

Health and wellness programs developed by SCs to address chronic medical conditions: **16,276**

93% of residents with service coordinators continued to live independently in 2020.

66% How much less it costs nationally for older adults to live independently instead of in nursing homes.

Average age of residents: **73.5**

SERVICE COORDINATION BY THE NUMBERS
COVID-19 RESPONSE

In 2020 service coordinators using AASC Online* reported providing residents with information about infectious disease screenings 113,822 times and infectious disease prevention 254,134 times. They also reported completing 770,201 infectious disease wellness checks in that time. Overall service coordinator outreach has increased since COVID-19 began spreading in the U.S.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disastrous Event Assistance</td>
<td>7,219 times</td>
<td>52,891 times</td>
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<tr>
<td>Telephone Reassurance</td>
<td>21,359 times</td>
<td>440,349 times</td>
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<tr>
<td>Follow up with Resident</td>
<td>291,216 times</td>
<td>570,373 times</td>
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Service Coordinator interactions with residents increased 31% after COVID-19 first appeared in the U.S.
CARES ACT FUNDING

Budget-Based Service Coordinators
- $3,000 per funding round ($9,000 total)
  - March 27 – July 31, 2020
  - Aug. 1 – Nov. 30, 2020
  - Dec. 1, 2020 – March 31, 2021
- last round of applications due April 26
- Another round expected

Service Coordinator Grantees
- $10 million (about 9% of grant per property)
- Add-on to CY20 grants
- Another round expected

Eligible Expenses for both include, overtime payments, contract services, personal protective equipment, office equipment and IT costs such as AASC Online or other necessary technology to support residents.
EMERGENCY BROADBAND BENEFIT PROGRAM

- The Federal Communications Commission (FCC) is currently enrolling eligible households in the Emergency Broadband Benefit Program (EBB).

- Eligible households save up to $50 per month on internet services and may also qualify for a one-time discount of up to $100 on a connected device, such as a computer or tablet.

- Households on Tribal lands are eligible for up to a $75 monthly discount on internet services.

- Existing and new customers are eligible to apply for the benefit.

- A search tool locates local participating providers.

- Once $3.2 billion in funding is used, the program will come to an end. Households will be notified and required to opt-in to continue receiving internet services.
COVID-19 BEST PRACTICES

- Property Policies
- Vaccinations
- Working Remotely
- Resident Interactions
- Community Partnerships

COVID-19 Guidance and Resources

There is much to learn about the COVID-19 pandemic. AASC is here to support you and we share your concerns about the impact of the virus in the U.S. and internationally. We’ve compiled information and resources for our members based on recommendations from the U.S. Centers for Disease Control and Prevention (CDC) and the U.S. Department of Housing and Urban Development. We encourage you to share the information with your property management teams and residents.

Reopening Policies

As state and local governments begin reducing restrictions related to COVID-19, properties are putting in place policies to protect service coordinators and residents. AASC has compiled a list of the practices members have adopted in an effort to prevent the spread of the virus.

- CDC: Considerations for Owners and Operators of Multifamily Housing Including Populations at Increased Risk for Complications of COVID-19
- CDC: Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes

Resident Assessment Vulnerability Tool

As you navigate the response to COVID-19, it’s important that you have the best resources possible to understand the risk to your residents. That’s why AASC, in partnership with the Panpsia Foundation, created the Resident Vulnerability Tool that considers the key data points that may indicate a resident...
LESSONS FROM COVID-19

- 46% of service coordinators spent more time coordinating with family and informal supports
- 34% of service coordinators spent more time coordinating with formal healthcare resources
- 50% of service coordinators spent more time facilitating virtual medical care
- Service coordinators said they wanted more professional medical and mental health partners
AASC ONLINE ENHANCEMENTS

- Resident Connect!
- Property Manager Plus
- HIPAA-Compliant Video Connection
- Resident Vulnerability Tool
- Pharmacy Report
- Vaccination Form/Report
- Service/Program Log Entries
My Community Directory provides instant access to comprehensive, localized listings with hundreds of free or reduced-cost support services in every U.S. zip code.

Food  
Transportation  
Health Care  
Job Training  
Financial Assistance

MyCommunityDirectory.org  
Connecting Seekers to Resources Anytime, Anywhere
RESOURCE GUIDE UPDATES
# Social Determinants of Health

<table>
<thead>
<tr>
<th>Economic Stability</th>
<th>Neighborhood and Physical Environment</th>
<th>Education</th>
<th>Food</th>
<th>Community and Social Context</th>
<th>Health Care System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment</td>
<td>Housing</td>
<td>Literacy</td>
<td>Hunger</td>
<td>Social integration</td>
<td>Health coverage</td>
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<tr>
<td>Income</td>
<td>Transportation</td>
<td>Language</td>
<td>Access to healthy options</td>
<td>Support systems</td>
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<tr>
<td>Expenses</td>
<td>Safety</td>
<td>Early childhood education</td>
<td>Community engagement</td>
<td>Provider availability</td>
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<tr>
<td>Debt</td>
<td>Parks</td>
<td>Vocational training</td>
<td>Discrimination</td>
<td>Provider linguistic and cultural competency</td>
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<tr>
<td>Medical bills</td>
<td>Playgrounds</td>
<td>Higher education</td>
<td>Stress</td>
<td>Quality of care</td>
<td></td>
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<tr>
<td>Support</td>
<td>Walkability</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Zip code / geography</td>
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**Health Outcomes**
- Mortality, Morbidity, Life Expectancy
- Health Care Expenditures
- Health Status
- Functional Limitations
Service coordinators are part of efforts to reduce barriers to services, improve health outcomes and reduce costs for low-income older adults. They’re working to do this with:

- Fire Departments
- Managed Care Organizations
- Health Insurance Companies
- Hospitals/Health Systems
- Libraries
- Free Clinics
- Home Modification Programs
Questions

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