

# The Evolution of Service Coordination

Understanding Your Role in a Changing Landscape

Melissa Harris, Director of Government Affairs, AASC



AMERICAN ASSOCIATION OF  
SERVICE COORDINATORS

# Service Coordination Origins

- 1985 – Robert Wood Johnson Foundation Demonstration
- 1990 – HUD begins allowing service coordination through property budgets
- 1991 – First service coordination grants become available under the Cranston-Gonzales National Affordable Housing Act
- 1995 – HUD awards first SC Grants for Public Housing
- 1996 – First Service Coordinator Conference
- Sept 19, 1999 – AASC is incorporated
- 2004 – AASC partners with Pangea Foundation and Ohio State

# Service Coordination Origins

- 2016 – IWISH Pilot Funded by Congress
- 2018 – Service Coordinator Resource Guide launches
- 2019 – Standards for Success nationwide rollout
- 2021 – Harvard and Johns Hopkins research highlights importance of service coordinators
- 2022 – USDA permits property owners to add Service Coordination to their operating budgets
- 2022 – Expanding Service Coordinators Act is introduced by Congressman Adam Smith
  - 2023 - The act was reintroduced by Congressmembers Smith, Bonamici and Beatty
- 2024 – HUD will award first new Multifamily Service Coordinator grants in a decade!

# Social Determinants of Health

Economic Stability	Neighborhood and Physical Environment	Education	Food	Community and Social Context	Health Care System
Employment	Housing	Literacy	Hunger	Social integration	Health coverage
Income	Transportation	Language	Access to healthy options	Support systems	Provider availability
Expenses	Safety	Early childhood education		Community engagement	Provider linguistic and cultural competency
Debt	Parks	Vocational training		Discrimination	Quality of care
Medical bills	Playgrounds	Higher education		Stress	
Support	Walkability				
	Zip code / geography				

## Health Outcomes

Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations

# Service Coordination by the Numbers

Average # of services provided per participant\*

35

4

Average # of chronic medical conditions reported per participant



15,631

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



73.6

Average age of residents

# Evolution of Service Coordination

- HUD Multifamily Service Coordinator Resource Guide
- Standards for Success Reporting
- Supportive Services Funding Guidance
- Mental Health First Aid Training

# Service Coordinator Resource Guide



## HUD's Service Coordinators in Multifamily Housing Program Resource Guide



U.S. Department of Housing and Urban Development  
Office of Multifamily Housing

July 2018

Service coordinators ARE	Service coordinators ARE NOT
<b>Advocates</b> on behalf of their residents	Direct service providers
<b>Resources</b> for residents on available community-based services, and can answer any questions	Recreation or activity directors
<b>Facilitators</b> of wellness and other educational programs for residents	Duplicators of existing community services
<b>Motivators</b> who empower residents to be as independent as possible	Distributors of medical aids, medications, or medical advice
<b>Monitors</b> who follow up with services provided to residents	Handlers of residents' funds
<b>Champions</b> who encourage residents to adhere to a healthy lifestyle	Managers or leasing agents
<b>Educators</b> who provide trainings and assistance to residents and other property staff	Drivers of residents
<b>Advisors</b> who can assist residents with building support networks and consult with tenant organizations and resident management	Organizers or leaders of resident associations or councils
<b>Referral agents</b> who connect residents to service providers who can meet their needs	Powers of Attorney for residents or individuals who sign checks for residents
<b>Community partners</b> to assist residents with accessing community-based services	

# Conducting Resident Assessments

- Should be updated annually
- Can be completed over time
- Formal vs. informal



# Resource Directory

Include for each service provider:

- Specific information on the types of services, programs, or benefits offered
- Intake and eligibility requirements
- Application forms
- Phone and email for a specific contact person

# My Community Directory

COMMUNITY DIRECTORY Support Site Tools People I'm Helping MH Melissa

ZIP or keyword or program name  Search

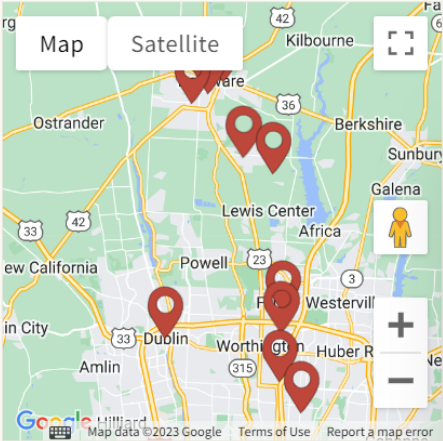
Select Language ▼

FOOD HOUSING GOODS TRANSIT HEALTH MONEY CARE EDUCATION WORK LEGAL

powell, oh (43065) / showing results for search: Food ◀ 1 - 25 of 118 ▶ Sort by RELEVANCE CLOSEST

Personal Filters Program Filters Income Eligibility

Map Satellite



Notice out-of-date information or see a program you work for? Click **Suggest** to share an update or claim your program listing

Best Matches  
These programs contain **all of the word(s) you searched** in the provider name, program name, or description and are likely to be the most relevant matches.

**Food Pantry** ✓

by Dublin Food Pantry

Reviewed on: 03/26/2023

The food pantry provides pre-packaged groceries that typically include bread, pastry, meat, dairy, bagged fresh produce, boxed food staples and personal care items once a month (perishable items...)

Main Services: food pantry , baby supplies , personal care items , animal welfare

Serving: anyone in need, all ages

MORE INFO ★ 📍 ☰ ✎ → SEE NEXT STEPS

# Property Wide Profile



## Property-Wide Profile

Calendar Year: \_\_\_\_\_

<b>Property Profile</b>																																																								
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 _____																																																								
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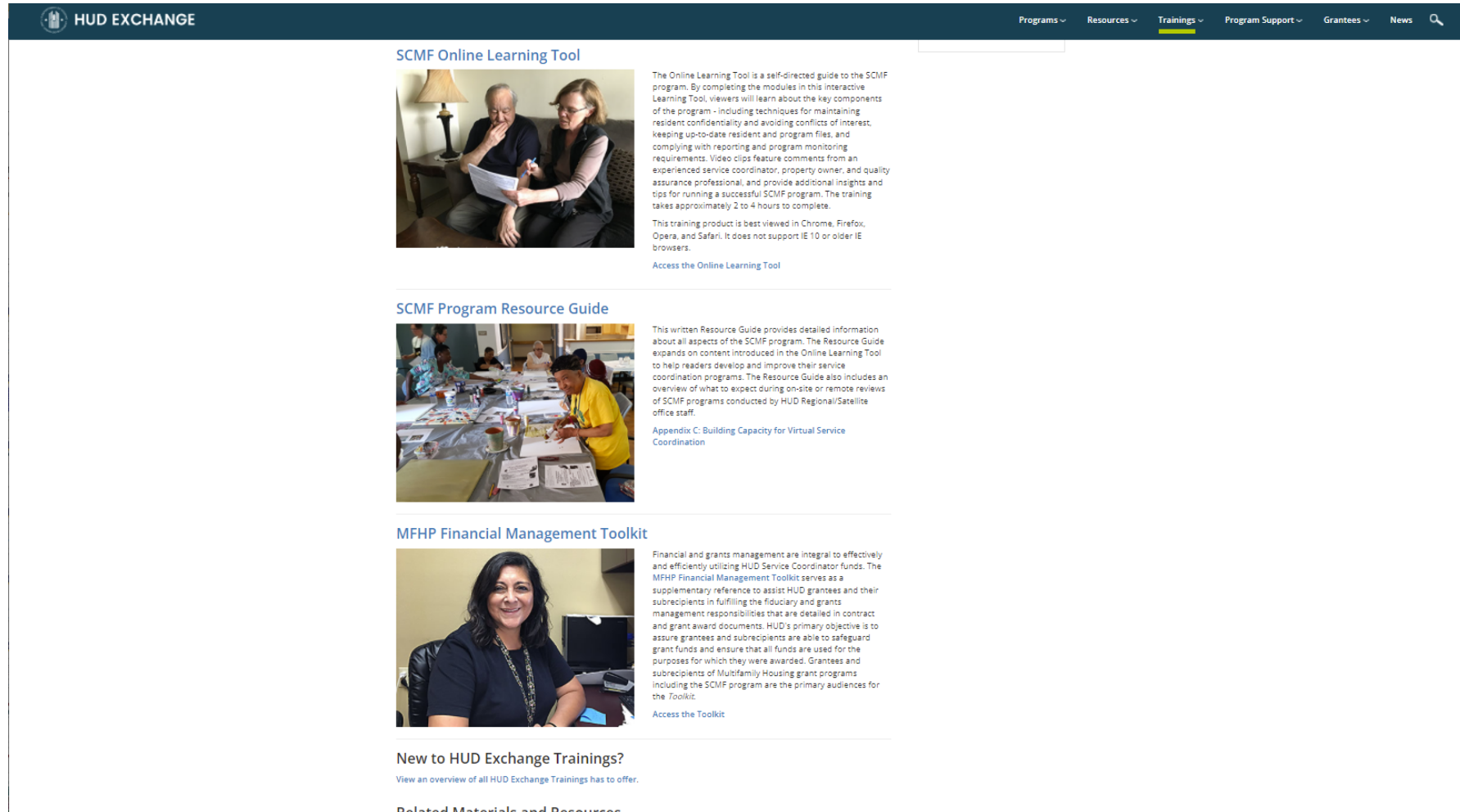
- Property Characteristics
- Resident Demographics
- ADLs/IADLs
- Top 10 Chronic Health Conditions
- Physician
- Health Insurance
- Wellness and Preventative Health Programs
- 10 Most-Used Community Based Resources
- Key Partnerships

# Training

Statutorily Required Training Areas for New Hires		
<ul style="list-style-type: none"> <li>• The Aging Process</li> <li>• Federal and Applicable State Programs and Eligibility</li> </ul>	<ul style="list-style-type: none"> <li>• Elder Services</li> <li>• Disability Services</li> <li>• Legal Liability Relating to Service Coordination</li> </ul>	<ul style="list-style-type: none"> <li>• Drug and Alcohol Use/Abuse by Elders</li> <li>• Mental Health Issues</li> </ul>
Required Ongoing Training Areas		
<ul style="list-style-type: none"> <li>• SCMF Program Online Learning Tool</li> <li>• The Role of the Service Coordinator</li> <li>• Ethics in Service Coordination</li> <li>• Networking in the Community and Identifying Resources</li> <li>• Basics of Documentation</li> </ul>	<ul style="list-style-type: none"> <li>• Outcomes and Program Evaluation</li> <li>• Mental Health and Aging</li> <li>• Healthy Aging</li> <li>• Medications and Older Adults</li> </ul>	<ul style="list-style-type: none"> <li>• Communication Strategies in Working with Older Adults</li> <li>• Fair Housing and Reasonable Accommodations</li> <li>• Professional Boundaries</li> </ul>

Additional Recommended Training Areas		
<ul style="list-style-type: none"> <li>• Identifying and Assessing Capabilities and Needs</li> <li>• Monitoring and Evaluating Services</li> <li>• Effective Advocacy</li> <li>• Crisis Prevention and Intervention</li> <li>• Working with Other Members of the Property Management Team</li> <li>• Cultural Competency</li> </ul>	<ul style="list-style-type: none"> <li>• Chronic Diseases of the Elderly</li> <li>• Dealing with Cognitive Impairments</li> <li>• Sensuality/Sexuality and Older Adults</li> <li>• Mediation and Conflict Resolution</li> <li>• End of Life Issues</li> <li>• Isolation and Older Adults</li> <li>• Effective Communication</li> </ul>	<ul style="list-style-type: none"> <li>• Supportive Service Needs of Persons with Disabilities</li> <li>• Current Trends in Affordable Housing and Healthy Aging</li> <li>• Disease Prevention</li> <li>• Hoarding</li> <li>• Bullying</li> <li>• Creating and Sustaining Successful Partnership Models</li> </ul>

# HUD Resource Guide Training



The screenshot shows the HUD Exchange website with a dark green header. The header includes the HUD Exchange logo on the left and navigation links for Programs, Resources, Trainings (highlighted), Program Support, Grantees, and News on the right. The main content area features three training resources:

- SCMF Online Learning Tool**: Accompanied by an image of two people reviewing documents. The text describes it as a self-directed guide to the SCMF program, covering topics like confidentiality, conflicts of interest, and reporting requirements. It notes that the training takes approximately 2 to 4 hours to complete and is best viewed in Chrome, Firefox, Opera, and Safari.
- SCMF Program Resource Guide**: Accompanied by an image of a group of people at a table. The text states it provides detailed information about all aspects of the SCMF program, expanding on content from the Online Learning Tool. It also includes an overview of on-site or remote reviews.
- MFHP Financial Management Toolkit**: Accompanied by a portrait of a woman. The text explains that financial and grants management are integral to effectively utilizing HUD Service Coordinator funds. The toolkit serves as a supplementary reference for HUD grantees and their subrecipients.

Below these resources, there are links for "New to HUD Exchange Trainings?" and "Related Materials and Resources".

<https://www.hudexchange.info/trainings/courses/service-coordinators-in-multifamily-housing-online-learning-tool/>

# Confidentiality and Conflicts of Interest

A Consent to Release Information form must clearly indicate:

- With whom the information is to be shared
- Specific information to be shared
- Reason for sharing the information
- Deadline upon which the consent expires



# Files and Records Management

- Files must be maintained for three years after resident move out or cessation of services
- HUD encourages the use of electronic files/case management systems
- You can go paperless!

AASC members have access to sample form templates!

# Sample Forms

The screenshot shows the AASC website at the URL `servicecoordinator.org/page/resources`. The navigation menu includes 'About', 'Join', 'Education & Events', 'Membership', 'Public Policy', and 'Resources'. The 'Join' button is highlighted in yellow. The main heading is 'Member Resources'. Two resource cards are visible: 'AASC Online: Software for Service Coordinators' and 'Service Coordinator Sample Forms'. A yellow arrow points to the 'Service Coordinator Sample Forms' card.

**AASC**  
American Association of  
Service Coordinators

FAQs Contact Us Sign In Join AASC Enter search criteria...

About **Join** Education & Events Membership Public Policy Resources

## Member Resources

**AASC Online: Software for Service Coordinators**

Since 2004, AASC Online has been helping service coordinators simplify everything from tracking service referrals to standardizing outcome measurement to automating performance reports. Join more than 2,500 service coordinators who use AASC Online to make their jobs easier.

[LEARN MORE](#)

**Service Coordinator Sample Forms**

AASC has created more than 30 sample service coordinator forms to reflect HUD's new Standards for Success reporting and the Service Coordinators in Multifamily Housing Program Resource Guide. While some forms aim to meet HUD requirements, service coordinators working in all types of properties can benefit from the templates.

[LEARN MORE](#)



# Virtual Service Coordination

- Ensuring that Service Coordinators have the Technology and Equipment to Work Off-Site
- Determining What Aspects of Service Coordination Can or Should be Done Virtually
- Maintaining Connection with Residents
- Using Technology to Engage with Residents

# Standards for Success Report

	Semi-Annual Report	Standards for Success
Reporting Period	Due twice each year on Jan. 30 (reporting period June 1 – Dec. 31) and July 30 (reporting period Jan. 1 – June 30).	Due once per year on Oct. 30 (reporting period Oct. 1 – Sept. 30).
Reports Per Property	One report per service coordinator	One report per property
Reporting For Former SCs	Service coordinators must turn in reports for previous service coordinators	Service coordinators report only for time they're at a property
Time Tracking	Service coordinators must track and report time spent on daily tasks	No task tracking
Data Collection	Provides aggregate resident data	Provides resident-level data

# Added Data Elements

- Funding Type
- Number of Units
- Number of Service Coordinators
- Number of Hours Worked
- Service Coordinator Wage
- Additional Funding
- Crisis Intervention
- Monitoring Services
- Functionally Literate
- Adequate Transpiration
- General Information
- Dentist Service
- Dental Cleaning
- Chronic Medical Conditions
- Emergency Room Follow up
- Resident Falls
- Personal Assistance Funding
- Isolation Intervention
- Home Management
- Benefits
- Interpreter/Translator
- Outreach

# Removed Data Elements

- Employment Type
- Asthma
- Monthly Paid Earnings
- Transportation Cost
- Earned Income Tax Credit Recipient
- Financial Account Creation

# SfS Training



The screenshot shows the homepage of the StandardsForSuccess.info Training Website. The header features the logo and navigation links: Home, SfS Reporting Methods, MFSC Data Elements, and Property Locator. The main content area includes a welcome message, a paragraph about the website's purpose, a paragraph about the Standards for Success Report, and a video placeholder. At the bottom, there are three dark blue buttons with white text and descriptions for 'SfS Reporting Methods', 'MFSC Data Elements', and 'Property Locator'.

StandardsForSuccess.info Home SfS Reporting Methods MFSC Data Elements Property Locator

Welcome to the Standards for Success  
Training Website

This website is designed to provide up-to-date training information, frequently asked questions, and support resources for HUD's new Standard for Success report.

The Standards for Success Report has been a huge success since its implementation in 2016. It is currently being used by the MFSC and ROSS programs. The goal is for one standard report to be sent each year to a central database that allows for on-demand policy analysis and data sharing.

Below is a short video on why this new report is so important to the future of the service coordination industry.



SfS Reporting Methods  
Learn about the options for submitting the HUD SfS Report. There

MFSC Data Elements  
Gathering the resident data elements can seem overwhelming. This link

Property Locator  
Want to know if your property is registered for HUD's SfS program?

# GrantSolutions Cloning Feature

The screenshot shows a web browser window with the URL <https://www.grantsolutions.gov/oldcwb/granteeselection.oldc>. The page displays a form with the following fields:

- Grantee Name:** AZ [ 860654497 ] (2018-----) Phoenix Residential Investment Development Effort
- Report Name:** Standards for Success Annual Report (HUD - PRL)
- Funding / Grant Period:** 03/18/2019 - 03/17/2022 ROSS0 (ROSS191306)

Below the form, there is a search bar and a table of report entries. The table has the following columns: Reporting Period, Type, Report Status, and Actions. The first entry is selected, and a tooltip labeled "Clone Report" is visible over the clone icon in the Actions column.

Reporting Period	Type	Report Status	Actions
10/01/2021 - 09/30/2022	Annual		+
10/01/2020 - 09/30/2021	Annual		+
10/01/2019 - 09/30/2020	Annual		+
10/01/2018 - 09/30/2019	Annual		+  Clone Report

# The Future of Service Coordination

- Community-Based Service Coordination
- Additional HUD funding for Service Coordinators
- Alternative Funding for Service Coordinators of all types
- USDA Service Coordination
- Supportive Services Funds
- Mental Health First Aid training

# Supportive Services Funding

- \$15 PUPM for 202 PRACs (\$27 PUPM for RAD conversions)
- Pays for supportive services and programming for residents and older adults living in surrounding community
- Funding request should be submitted with annual property budget
- Supportive Services Plan must be provided along with budget request

Supportive Services Funding Guidance:

[https://www.hud.gov/program\\_offices/administration/hudclips/notices/hsg](https://www.hud.gov/program_offices/administration/hudclips/notices/hsg)



# Mental Health First Aid Training

- HUD-sponsored training for Multifamily Service Coordinators only
- Free to participate
- Day-long training following two-hour prep course
- Certification earned
- Spots are limited
- Sign-up now! Trainings as early as May 2!

<https://thenationalcouncil.swoogo.com/HUD-MHFAREGISTER?i=BvBXK0a7kLyQdbe7LkQF69EsbfxhAEnp>

# Questions

Melissa Harris

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614-848-5958 x 107