Mid-Western Region
HOPE VI CSS Sustainability Conference
St. Louis Housing Authority
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Janice Monks
President
American Association of Service Coordinators
www.servicecoordinator.org
What this Presentation will Cover:

• Advantages of Service Coordination to Residents & Managers
• Service Coordination Cost Benefit & other outcomes
• Public Policy efforts
• Future Trends
Elderly & Special Need Populations

- Present 35 million elderly doubles by 2030
  - 75 million baby boomers
    - 8,000 people turn age 60 each day
      - increases to 20% of U.S. population
- 85+ will quadruple
- 50% of those in federally assisted housing need assistance with daily activities
- 754,000 Homeless
- 4.5 million grandparents caring for grandchildren
- Relationship of suitable housing with aging and long-term care strategies
Need for Suitable and Affordable Housing

• HUD worst case housing needs
  - 50%+ of income for housing; substandard
  - 1.5 million of 4.5 million worse case are elderly

• AARP study of Section 202 Elderly Housing
  - 10 elderly for each available unit annually
  - multi-year waiting list (aging in place)

• Public Housing
  - over 1/3 of residents elderly
  - aging residents, aging buildings

• Seniors Commission – “silent crisis”
  - need 730,000 affordable units by 2020
Aging in Place

- Average age of assisted housing elderly residents is over 80 years; many over 100 years old

- 90% of residents are older women living alone (10.5 mil of total elderly; 1/3 of elderly population)

- Over 1/3 of elderly have at least one severe disability - Estimate 20-30% of senior housing residents need supportive services to remain in their home
What is Service Coordination?

- Service Coordination connects frail elderly and/or disabled residents and low-income families in crisis with available community support services.

- Service Coordinators are often referred to as the “linchpin” that provides a vital link between the resident, the community and its resources.

- Support services can empower residents to remain living independently within their community for as long as possible.
A Service Coordinator is:

• A Vital Part of the Management Team
• A Link for Service Development and Coordination
• An Advocate for Residents
• A Community Builder
• A Community Networker
• An Informal Counselor
• A Motivator
Benefits to Residents & Managers
Benefits to Owner/Managers:

• Improves marketability and visibility of the property in the local community
• Protects the owners’ investment
• Reduces resident calls, interruptions, complaints and minor repair requests
• Reduces crisis management as resident needs are identified and addressed before they reach crisis proportions
• Increases knowledge of services provided in the area
Benefits to Residents:

- Keeps residents living independently
- Decreases premature institutionalization
- Enhances self-esteem and self-sufficiency
- Increases safety
- Promotes a sense of fellowship and greater sense of community.
- Increases the ability to meet basic needs and financial obligations
- Increases respect for resident’s choice
SC impact on Aging In Place: Data Collection & Outcomes
Outcome Measurement

- Managing Aging-in-Place
- Increased Cost Savings
- Decreased Liability
- Decreased property damage
Cost/Benefits

- Resident Retention
- Decrease Property Damage
- Decreased turnover
- Decreased evictions
- Cost per day of HUD housing v. Cost per day LTC
- Reduced Transfers to higher levels of care
- Savings to residents
How do you measure outcomes?

- Resident Satisfaction Surveys
- File Reviews
- Turnover rates
- $ expenses for insurance claims/evictions
- Number of 911 calls prevented/avoided
- Number of maintenance calls
- Focus groups
AASC Online Outcome Measures

Number and Type of Services

Compared to:
Length of Stay Measures

• Turnover
• Evictions
• Aging in Place

Incidents Measures

• Accidents
• Falls
• 911 Calls
• Paramedic Visits
• Hospital Visits
Reasons for Moving Out

- Total # Residents Served: 63,279
- Total Resident Turnover: 9,891
### RESIDENT COST SAVINGS

<table>
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<tr>
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<th>Individual Savings per Resident</th>
<th>Group Savings per Resident</th>
<th>Total Resident Savings</th>
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<td>October-05</td>
<td>$202.52</td>
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Example: Family Property

Police Calls at Summerwood Commons

# of Police Calls

Jan Feb Mar Apr May June July Aug Sept Oct Nov Dec

Ctr for Families & Children Program begins

2005

2006
Cost Savings Example - Elderly Property

- Apartment turnover & apartment damage
- SC actions for reducing 49 apt turnover/damage-4 month period
  - Advocacy
  - Case management
  - Crisis intervention
  - Agency referral

RESULTS: $112,502
AASC Public Policy
Proposed FY2009 Budget for Service Coordinators

• Federally Assisted
  - $100 million - increase over FY08 of $60 mil
  - Most funds will be to extend existing contracts

• $85 million for Service Coordinators as a separate add-on in PH Operating Fund
  - Not as set aside
  - Fully fund Operating and Capital Funds
  - Expand eligibility to all PHAs

• $55 million for ROSS

• $85 million for HCV/FSS

• Strengthen Federal Interagency Collaboration
Emerging Trends
Emerging Trends

• SC ‘service’ in new elderly housing options
• Educational Expectations
• HHS Directives
• Demonstrated role with disasters and emergency preparedness
• Essential role of with empowering residents with civic engagement and mobilizing community resources
• Enhance technology, standardized documentation, cost effective measurements
Service Coordination
The future of the SC ‘movement’

• We cannot live by ‘Bricks & Sticks’ alone
• Service Coordination in all affordable housing will be the norm
• Community based service coordination will expand and be location driven
• QA oversight & outcome measures required
• College level SC opportunities