

# Service Coordination

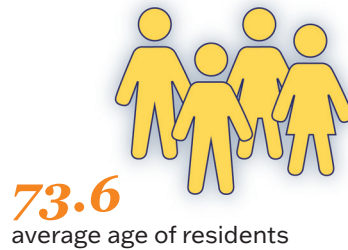
## by the numbers

All these numbers add up to affordable homes that provide comfort, safety, and dignity; that allow families to stay healthier and happier, and older adults to age in place.

Service coordinators play an integral role in realizing nationwide policy goals, such as reduced health care costs and increased self-sufficiency. They do this by connecting

residents with existing supports as well as developing property-wide initiatives and programs with community needs in mind.

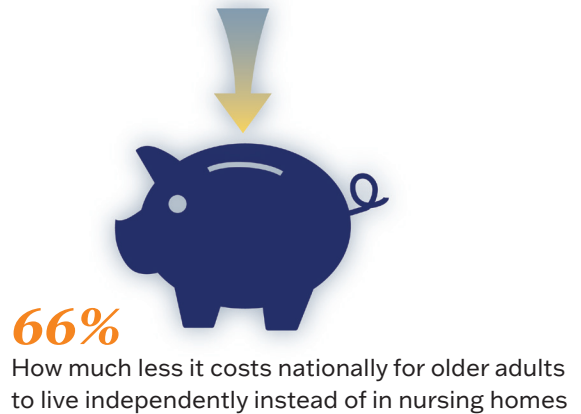
Taking a proactive approach, service coordinators aim to holistically improve resident quality of life through advocacy, case management, social engagement, outreach and assistance.



Nearly **11 million** service interactions



**93%**  
of residents with service coordinators continued to live independently in 2021



**1.2 million**  
medical conditions reported by residents



Based on AASC Online data for Calendar Year 2021. \*Users reported providing services to 308,280 residents who participated in service coordination programs in 2021.