

BENEFITS OF SERVICE COORDINATION FOR FAMILIES

Benefits of Service Coordination for Families

When a Service Coordinator is present in affordable housing, it can serve as the foundation for an array of supportive services that lead to self-sufficiency for low-income families. Service Coordinators who serve residents of HUD-subsidized housing through the Resident Opportunity and Self-Sufficiency (ROSS) and Family Self-Sufficiency (FSS) programs promote economic mobility by connecting work-age adults and their children to services and resources.

Resident Opportunity and Self Sufficiency

The FSS program, which is funded through grants and available to tenants of HUD's public and multifamily housing properties, allows low-income families to set aside rent increases tied to increased earnings. Instead of paying the increases to the property, the dollars go into escrow until the residents meet their financial goals and are no longer cash assistance recipients.

FSS Service Coordinators help families set goals then connect them with necessary training and education and address any barriers to success, such as lack of childcare or transportation. They also guide program participants through the process of establishing formal banking services, which has been shown to increase financial and material well-being.

Between 2007 and 2016, nearly 37,000 households graduated from the FSS

program. Their earnings increased by 80% on average from the time they enrolled in the program and they received an average of \$6,270 in escrow savings. **Thirty-seven percent of FSS graduates left housing assistance within a year of graduation and 15% became homeowners, according to HUD.**

80%

**INCREASE IN EARNINGS
SINCE ENROLLING**

37%

**GRADUATES WHO LEFT
HOUSING ASSISTANCE**

15%

**GRADUATES WHO BECAME
HOMEOWNERS**

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Resident Opportunity and Self Sufficiency

ROSS Service Coordinators serve both families and older adults in public housing. Much like an FSS Coordinator, they enable residents to increase earned income, reduce income assistance, and make progress toward economic independence and housing self-sufficiency. Like Service Coordinators in HUD Housing for the Elderly, they help improve living conditions for senior residents and reduce barriers to aging in place with dignity.



ROSS Service Coordinators assist each resident they serve an average of 20 times annually. That includes connecting residents to employment, adult education, benefits, eviction prevention, transportation, childcare and financial assistance.

