

BENEFITS OF SERVICE COORDINATION IN RESIDENTIAL SETTINGS

Service Coordinators connect frail, disabled residents and families in crisis with community and support services. Support services can empower residents to remain self-sufficient and living in the apartment community for as long as possible, thereby avoiding costly and unnecessary transfers and institutionalization.

Housing owners and operators also benefit from service coordination in a variety of ways, including resident retention and building cost savings. The following is a list of the benefits identified by owners and managers who have incorporated a Service Coordinator program into their developments.



- Prevents potential vacancy problem
- Declines in premature apartment turnover
- Reduces apartment damages
- Augments occupancy and aids in the facility's image
- Reduces resident crisis situations
- Creates a marketing asset in the competitive market place of senior and family housing
- Lowers the incidence of inappropriate admissions
- Declines in persistent housekeeping concerns
- Reduces stress significantly on manager and other facility staff, which reduces staff turnover
- Helps management maintain daily schedules without interruption of resident health or personal life
- Increases involvement in facility activities by residents
- Enhances cooperation by families
- Elevates self-esteem of residents resulting in a reduction of dependency on management
- Heightens sense of community among residents and staff
- Increases awareness by management staff of available community services
- Raises awareness about aging concerns by facility staff

