

Service Coordination By the Numbers

All these numbers add up to affordable homes that provide comfort, safety and dignity to vulnerable older adults who are continuing to age in their communities.

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 in their communities as well as developing property-wide initiatives and programs with resident 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. 



74.2
average age of residents



95%
of residents with Service Coordinators continued to live independently in 2021



12 million
service interactions



39
average number of services provided per participant



63%
how much less it costs nationally for older adults to live independently instead of in nursing homes



1.4 million
medical conditions reported by residents



28,327
health and wellness programs developed by service coordinators to address chronic medical conditions



4,452
Affordable housing properties using AASC Online to track resident interactions

*Based on AASC Online data for calendar year 2024. An estimated 75% of properties with HUD Multifamily Service Coordinators use AASC Online to track resident interactions. An estimated 5,000 service coordinators support older adult residents in HUD Multifamily Housing properties.

