

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. ❤️



74.4

average age of residents



96%

of residents with Service Coordinators continued to live independently in 2025



12.7 million

service interactions



41

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



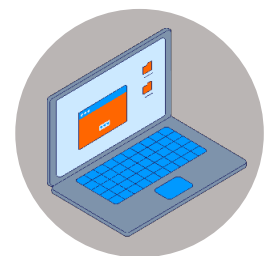
1.5 million

medical conditions reported by residents



29,146

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



4,438

Affordable housing properties using AASC Online to track resident interactions

*Based on AASC Online data for calendar year 2025. 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.

