

Through its Resident Services Department, Northwest Stepping Stones, NWRECC offers HUD Multifamily Service Coordinator program at 14 of their affordable housing communities. The goal of the Service Coordinator (SC) program is to improve residents' quality of life by connecting them to services and resources that maintain their independence.

In 2022, we partnered with Evaluation into Action, LLC to conduct a formal evaluation of our Service Coordinator programs. Methodologies included a document analysis, multiple focus groups, and surveys from property management and services staff as well as residents. Data from AASC Online (the system of record used by our SCs) was also used to evaluate the onsite events, programs, and services delivered.



**74%**  
**Residents** Reported feeling like the SC program helps them live more independently.

**73%**  
**Residents** Said their quality of life has improved because of the SC program.

**96%**  
**Residents** Said the services they received were somewhat to extremely helpful.

**87%**  
**Residents** Said they were satisfied or very satisfied with the SC program.

*"It [the SC program] is extremely supportive, positive and helpful. It takes the worry out of problems which arise. The assistance definitely raises the quality and peace of mind in my life."*  
- Resident

# Resident Service Coordinator Program Impact 2022 Highlights

## Outcome Area: Community Building



SCs engage residents with the community through information sharing, relationship building, social events, and conflict mediation. The assumption is that increasing resident socialization and engagement in the community leads to reduced feelings of stress and isolation.

SCs coordinated **123** community building events. Attendance ranged from **2-40** with an average of **7** attendees per event.

**81%**  
Residents

Reported that the SC program helps them feel part of a community.

SCs provided conflict mediation support over **305** times.

**93%**  
Residents

Reported living alone

*"I'm not as lonely or depressed. I get out of my apartment more often."* - Resident

*"I am far more social [because of the program], even my family notices the change. I'm happier and more at peace."* - Resident



### A Note on Community Building...

**This was one of our most popular service activities!** A significant number of residents wrote about the positive impacts that onsite events have had on their lives in the open-ended survey questions.

When people are socially isolated, they don't have other people to rely on in times of need. Recent data shows that social isolation is consistently associated with reduced health and quality of life. Loneliness and isolation makes people less self-sufficient and more dependent on professional forms of care and support.

These feelings can also increase risk of death as much as 26-45% and they are less self-sufficient and more dependent on professional forms of care and support.\* This is why engaging residents with their neighbors and their community is so important!

\*Source: 2020, LeadingAge "Social Connectedness and Engagement Technology for Long-Term and Post-Acute Care: A Primer and Provider Selection Guide."

# Resident Service Coordinator Program Impact 2022 Highlights

## Outcome Area: Educational Opportunities



SCs improve residents' access to educational opportunities by offering a range of educational support and onsite educational programs that help residents remain safe in their homes and maintain their health.

SCs coordinated over **100** onsite educational events/activities.

SCs coordinated **23** renter education events relating to lease agreements, apartment care/cleaning, being a good neighbor, and apartment safety.

SCs documented **113** instances of helping residents with understanding house rules and notices, assisting with recertifications and inspections, and clarifying HUD rules.

SCs connected residents to employment, volunteer, and education/skills building opportunities **244** times.

**66%**  
Residents Said the SC helped them better understand their lease agreements and house rules.

*"It [the program] has helped me in many ways, from paying bills to understanding the policies of the property" - Resident*

## Outcome Area: Financial Resource Coordination



SCs assist residents with accessing financial resources and assistance and providing support for financial independence. The assumption is that increasing residents' financial stability and reducing their living expenses will help them remain housed.

SCs assisted residents with financial resources such as rental/utility assistance, food benefits, medical bills, phone/internet bills, and Social Security benefits over **1,700** times.

*"Quality of life and social life is better. Resident services assisted with lowering the cost of my vitamins/medication."*  
- Resident

**47%**  
Residents Said the SC program helped them reduce their living expenses.

### Cost Savings Reported by SCs in 2022\*

- **\$384,140:** Food/Meals
- **\$74,626:** Bills, Utility/Rent Assistance
- **\$454,211:** Benefits/Entitlements/Insurance
- **\$48,810:** Healthcare Services

**\$865,187: Total Cost Savings Across all Categories**

\*Note: We don't currently require SCs to document Cost Savings. Not all SCs are tracking this.

# Resident Service Coordinator Program Impact 2022 Highlights

## Outcome Area: Health & Wellness Coordination



SCs facilitate access to healthcare services and promote resident wellness. Enhancing access to mental and physical health services allows residents to better manage their own health needs and live more independently.

SC coordinated **72** onsite preventative health screenings including blood pressure clinics, foot clinics, and onsite vaccinations.

SCs documented assistance with **1,867** healthcare-related services.

SCs responded to over **110** crisis situations.

**71%**

Property  
Managers

Said that residents have a better understanding of how to find healthcare services because of the SC program.

*"I'm not as lonely or depressed. I get out of my apartment more often."* - Resident

## Outcome Area: Home Management Assistance



SCs help residents with home management by helping them obtain household necessities, transportation, home health services, and nutritious food. The support in managing daily activities helps residents continue to thrive in their homes.

SCs coordinated the delivery of over **3,880** free meals/food/commodity box deliveries.

SCs offered home management/home maker services **1,457** times.

SCs assisted residents in transferring to alternative housing **66** times.

SCs helped residents access transportation **258** times.

**100%**

Property  
Managers

Said that the SCs assisting residents with accessing food had a great impact on residents.

**71%**

Property  
Managers

Said that residents have a better understanding of how to access help at home such as cleaning services and aides.

*"Showed others that I could take care of myself and live alone. Gotten food, transportation, health food classes, incoming events."* - Resident



# Resident Service Coordinator Program Impact 2022 Highlights

## Services Requested by Residents

The top service residents said they'd like to have at their property were **exercise classes** followed by more **social events**, **transportation**, **cooking/healthy eating**, and **assistance with technology**.

## Where can we do Better?

"Be more available" was a common response from residents when asked how the SC program could improve.

## Identified Barriers to Achieving Program Outcomes

- **Access to transportation** was the top barrier listed by residents, service coordinators, and property management. Limited availability of **housekeeping services** was also commonly mentioned.
- Another major theme in the SC focus groups and the resident surveys was the **lack of access to technology and the internet**, as well as the **difficulty residents have using technology**.
- The **complicated nature of health insurance** was a barrier that SCs frequently mentioned. Services such as home health aides/caregivers, medical transportation, housekeeping, and physical/mental health services all depend on the type of insurance residents have, which can vary a lot between residents.
- During the focus group discussion, almost all of the SCs said they need **more support from the community** and more service providers who are willing to offer their services onsite. Being as most of our programs are in rural areas, services are often limited.

## Steps We Plan on Taking

We're planning on networking with more community partners to provide the services requested by residents and address gaps in services that were identified. We'll also be exploring ways to increase SC availability onsite. Additionally, we'll be looking for solutions to getting support for residents to help them access and navigate technology, emails, and other online accounts, as well as technology solutions to increase access to essential services, such as telehealth and transportation programs.

