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Social Service Coordinators Turns 10

Founders Alan Flaumenhaft and Ray Trevino set out to create a company that would ensure access for every eligible American to the healthcare benefits and social programs to which he or she was entitled. The result was Social Service Coordinators (SSC), which in 10 short years has become the nation's leading provider of outreach and advocacy services, offering eligible health plan members a broad range of government and community assistance programs.

"I'm not sure we could have even imagined the impact we would have on this population when we first started in 2000," recalls Alan Flaumenhaft. "But in the last 10 years, we have assisted nearly 300,000 low income seniors to obtain Medicare Saving Program (MSP) benefits and over 250,000 health plan members to receive Low Income Subsidy (LIS) benefits. Our Golden Touch unit has assisted tens of thousands of people in receiving valuable social and community based programs."

"10 years ago I don't think Al and I would have thought we would have grown to the extent that the organization has," says Ray Trevino. "There are so many individuals that have contributed to our present success and we truly appreciate their efforts. It's been a great 10 years and going forward with some of the new ventures that we are currently evaluating - the next 10 years looks even more exciting!"

Adds Trevino, "It's very easy for us to get caught up in the daily grind; but as I have said a thousand times, when you leave to go home you should understand that you made an impact in someone's life that day. Because you took the time to listen and understand their situation, their life became a little less difficult. That is accomplishment that should make everyone very proud."

The Future

With the advent of health reform and an ever-changing economy, it's as important as ever for SSC to maintain its position as an industry leader with respect to education and advocacy, and to continue to rely on its most valuable resource - its employees - to carry on the original company mission: "To ensure every eligible person receives the social program benefits to which she or he is entitled."

"Looking ahead to the future, we will continue to explore new markets where we can expand our outreach expertise to different populations," says Flaumenhaft. "I am proud of all our meaningful accomplishments and I am excited about our future opportunities to have a positive impact, particularly in these demanding times. Thank you all for making a real difference and Happy 10th Anniversary!"

About Social Service Coordinators

SSC is the nation's leading private social service company that serves Medicare Advantage plans in providing education, advocacy, and enrollment assistance to qualifying members. Millions of Americans are eligible for - but not enrolled into - programs that can improve their quality of life. However, only a fraction of eligible recipients receive the benefits they are due. These services play a great role in promoting member loyalty, while increasing retention and satisfaction.

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