

SERVICE PROVIDER QUESTIONNAIRE

This form is used by PHFA to determine the capacity of the applicant to meet the needs of residents as described in the Supportive Services Plan Outline. All applicants requesting consideration for providing service-enriched housing for the designated resident population (general occupancy, over 55, over 62, or populations with special needs) must complete and include this form with the Application.

PHFA Proposed Development: Witherspoon Senior Apartments
Name of Owner or Agent: Philadelphia Presbytery Homes and Services for the Aging
Name of Service Provider: Philadelphia Presbytery Homes, Inc.
Occupancy Type: Senior 62+

Please attach answers to questions 1 through 10 in narrative form.

GENERAL INFORMATION

1. Summarize the service provider's mission and goals for the current fiscal year.

The mission of the Philadelphia Presbytery Homes and Services for the Aging ("PPHSA") is to commit to creatively meeting the needs of older adults in a wide range of economic circumstances; to cultivate excellence in our residential and supportive care communities and programs; and to celebrate diversity and promote the health of body, mind, and spirit among residents and staff.

Since its founding, PPHSA has sought to provide exceptional communities and care for individuals representing a broad range of backgrounds, physical abilities and economic circumstances. Its goal is to provide opportunities for all our residents to continue to engage in what life has to offer to the extent they are able.

2. How many years has the service provider been active in delivering social services?

PPHSA has been serving the senior community for 58 years.

3. Is the service provider currently involved in service-enriched housing? If yes, summarize experience in providing on-site services for residents. Include name of housing development(s), property management company, and type of services provided. If no, please describe methods that will be used to increase your company's knowledge and understanding of providing service-enriched housing.

Supportive services are currently provided in all of PPHSA's senior communities to ensure a high quality of life for all of its residents. The chart below lists the services provided at each of the facilities it manages:

HOUSING DEVELOPMENT	MANAGEMENT COMPANY	SERVICES PROVIDED
Bensalem Presbyterian	Philadelphia Presbytery Homes	Interaction with local community agencies, transportation, activities, counseling
Grace Court	Philadelphia Presbytery Homes	Neighborhood Networks Center, Service Enriched Housing, Interaction with local community agencies, transportation, counseling
Greenway Presbyterian Apts.	Philadelphia Presbytery Homes	Linkage/interaction with local community agencies, newsletters, activities, linkage/interaction with local community agencies, counseling, transportation.
Interfaith Housing in Germantown	Philadelphia Presbytery Homes	Neighborhood Network Center, reading buddies, linkage/interaction with local community agencies, newsletters, activities, transportation, counseling
Jackson Place	Philadelphia Presbytery Homes	Newsletters, activities, linkage/interaction with local community agencies, transportation, counseling
Los Jardines	Philadelphia Presbytery Homes	Newsletters, activities, linkage/interaction with local community agencies, transportation, counseling
Mantua Presbyterian Apts.	Philadelphia Presbytery Homes	Newsletters, activities, linkage with local community agencies, transportation, counseling
Maryfield Presbyterian Apts.	Philadelphia Presbytery Homes	Neighborhood Network Center, reading buddies, newsletters, activities, linkage/interaction with local community agencies, transportation, counseling
Morrisville Presbyterians Apts.	Philadelphia Presbytery Homes	Neighborhood Network Center, newsletters, activities, linkage/interaction with local community agencies, transportation, counseling

Mt. Tabor Senior Cyber Village	Philadelphia Presbytery Homes	Neighborhood Network Center, newsletters, activities, linkage/interaction with local community agencies, transportation, counseling
Neumann Senior Housing	Philadelphia Presbytery Homes	Neighborhood Network Center, newsletters, activities, linkage/interaction with local community agencies, transportation, counseling
Old City Presbyterian Apts.	Philadelphia Presbytery Homes	Neighborhood Network Center, reading buddies, newsletters, activities, linkage/interaction with local community agencies, transportation, counseling
On Lok House	Philadelphia Presbytery Homes	Neighborhood Network Center, newsletters, activities, linkage/interaction with local community agencies, transportation, counseling
Paschall Senior Housing	Philadelphia Presbytery Homes	Newsletters, activities, linkage/interaction with local community agencies, transportation, counseling
Pensdale Apartments	Philadelphia Presbytery Homes	Newsletters, activities, linkage/interaction with local community agencies, transportation, counseling
Pensdale II Apartments	Philadelphia Presbytery Homes	Newsletters, activities, linkage/interaction with local community agencies, transportation, counseling
Reed Street Presbyterian Apartments	Philadelphia Presbytery Homes	Newsletters, activities, linkage/interaction with local community agencies, transportation, counseling

Riverside Senior Housing	Philadelphia Presbytery Homes	Neighborhood Network Center, newsletters, activities, linkage/interaction with local community agencies, transportation, counseling
Salba Apartments	Philadelphia Presbytery Homes	Newsletters, activities, linkage/interaction with local community agencies, transportation, counseling
Scottish Rite House	Philadelphia Presbytery Homes	Newsletters, activities, linkage/interaction with local community agencies, transportation, counseling
Scottish Rite Tower	Philadelphia Presbytery Homes	Newsletters, activities, linkage/interaction with local community agencies, transportation, counseling
St. John Neumann Place	Philadelphia Presbytery Homes	Newsletters, activities, linkage/interaction with local community agencies, transportation, counseling
Tioga Presbyterian Apts.	Philadelphia Presbytery Homes	Neighborhood Network Center, reading buddies, newsletters, activities, linkage/interaction with local community agencies, transportation, counseling
Unico Village	Philadelphia Presbytery Homes	Newsletters, activities, linkage/interaction with local community agencies, transportation, counseling

4. Describe collaborative efforts that demonstrate the service provider's capacity to deliver supportive services. Please identify organizations or companies involved in the collaboration and the nature of the organization's involvement.

Philadelphia Presbytery Homes collaborates with a network of other service providers in the community to ensure that all resident needs are met. The following is a sampling of some of the providers with whom it collaborates:

- Philadelphia Corporation for Aging (Philadelphia's AAA) for service providers intake and referral for services and evaluations, protections, case management, and behavioral health consumer monitor

- Senior Centers throughout the neighborhoods in which its projects are located for social programs and meals
- Adult Day Care Centers and LIFE programs
- Hospital discharge planners
- Health care providers and referral agencies: Bravo, Keystone, Medicare, Medicaid
- Nutritional programs: Philabundance, voucher programs, farmers food programs, traveling dollar store and traveling green grocer
- Agencies that provide home delivered meals: Food for Friends, Mom's Meals, Meals on Wheels, and various church meal programs
- Home health agencies: Home Helper, Angel Companions, Comfort Keepers, PAN, VNA, etc.
- Hospice agencies: Vitas, Care Alternative Hospice Inspirus, etc.
- VA referral sources
- Durable equipment providers: Scooter Store
- Philadelphia School of Pharmacy and local pharmacies: Brown Bag medication review, flu shots, discussions on holistic medications
- Multi-disciplinary medical testing and equipment provider groups: hearing, vision, blood pressure tests, and blood sugar checks
- Behavioral health agencies: Main Line Health, Project Reach, GATEWAY program through County Office of Services for the Aging ("COSA").
- Housekeeping, transportation, companion care, and shopping agencies.

PERSONNEL

5. How many people are employed by the service provider organization?

PPHSA currently employs 115 staff members for affordable housing and related service development. The organization employs nearly 1,100 people overall.

6. List the job titles of personnel who will work directly with residents of the proposed property.

The positions that will work directly with Witherspoon Senior Apartments residents are the Social Services Coordinator, Senior Housing Manager, Maintenance Manager, and Administrative Assistant.

7. Attach resume(s) of key personnel who will be responsible for providing services in this proposed development. If new staff must be hired in order to implement the work at this property, attach job description(s), including qualifications and identify resources to pay for cost of salaries.

Please see the attached job descriptions.

8. Are key personnel currently involved in service-enriched housing programs at other properties? If yes, explain how many properties, how many total units, where they are located, and how staff's time will be divided between current responsibilities and responsibilities at the new development.

Qualified staff will be hired based on the attached job descriptions to provide the services on site.

9. List the professional training courses and workshops completed in the past 3 years by key personnel at this proposed development. (List job title of staff, training attended, and date of training.)

Staff have attended the following professional training courses and/or received the following professional designations in the last 3 years: Low-Income Housing Tax Credit Compliance, Certified Property Manager (CPM), Certified Occupancy Specialist (comprehensive study of HUD guidelines and regulations set forth in HUD Handbook 4350.3 including rent calculation, eligibility, verification, recertification, tenant screening, and Fair Housing), and Accredited Residential Manager designation.

10. Will participation in this service-enriched housing program require additional staff professional development? If yes, describe training and/or skills that will need to be developed or improved.

While PPH will only hire staff qualified to deliver the necessary services, it also believes in the need to reinforce knowledge on a regular basis and to develop new skills that will benefit residents. PPH is considering additional staff development through the following trainings: Fair Housing Training provide by Frank Bangor and Associates LLC, Understanding Alzheimer's, Fire Safety, Accident Prevention, Preventing Sexual Harassment, Preventing Elderly Abuse, Introduction to Infection Control, HIPPA Security Rule, and Embracing Diversity & Managing Challenging Behaviors. Customer Service training is provided annually to all staff.

SERVICE PROVIDER'S OFFICE LOCATION(S)

Address of Principal Office: 2000 Joshua Road, Lafayette Hill, PA 19444

Name/Title of Contact Person: Jim Polaski

Telephone: 610-260-1136

Fax Number: 610-834-6556

E-mail: jim.polaski@presbysinspiredlife.org

Areas Served: (County(s), Neighborhood(s), etc.)

Greater Philadelphia region

Other Offices close to proposed development: n/a

Address: _____

Telephone: _____

Address: _____

Telephone: _____

- A. Is the service provider a subsidiary of another organization? _____ Yes No

If yes, please provide name and address of the parent organization and describe relationship, tax status.

B. Indicate the total number of clients served during the last fiscal year. Identify the amounts and sources of funding.

Client/Service Type	Number Served	Funding Level	Funding Source
Senior/Elderly Services	2,183	\$1,216,638	Project operations
Adult/Family Services	_____	_____	_____
Children/Youth Services	_____	_____	_____
Addictions	_____	_____	_____
MH/MR	_____	_____	_____
Education/Job Readiness	_____	_____	_____
Other _____	_____	_____	_____

C. Has the service provider or any of its current personnel ever been involved in governmental investigation or judicial action or settlement concerning charges of a violation of local, state or federal laws or regulations concerning discrimination, fair housing violations or other civil rights laws, or concerning violations of federal, state or local regulations regarding use of funds?

_____ Yes No

D. Have any service grants or contracts held by the service provider over the past five years been terminated prior to their expiration dates?

_____ Yes No

E. Have any grants or contracts held by the service provider over the past five years not been renewed upon expiration?

_____ Yes No

If you answered **yes** to question C, D, or E, attach an explanation or any supporting documentation necessary to explain the circumstances surrounding these situations.

I certify that the information contained herein and attached is accurate and complete.

Judee M. Bavaria
 NAME OF CEO/EXECUTIVE STAFF


 SIGNATURE

President and CEO
 TITLE

Philadelphia Presbytery Homes, Inc.
 ORGANIZATION NAME

11/5/12
 DATE