

## WITHERSPOON SENIOR APARTMENTS SUPPORTIVE SERVICE PLAN

Witherspoon Senior Apartments is a senior housing development that will be operated by Philadelphia Presbytery Homes (“PPH”), an affiliate of Philadelphia Presbytery Homes and Services for the Aging and one of the region’s leading providers of senior housing and supportive services for the elderly. With nearly 60 years of experience providing for this community, PPH and PPHSA currently serve 3,000 residents in its 31 communities through the dedicated, compassionate work of its nearly 1,100 employees. Since their founding, the mission has been to provide exceptional communities and care for individuals representing a broad range of backgrounds, physical abilities and economic circumstances. PPH’s goal is to provide opportunities for all residents so that they may continue to engage in what life has to offer to the extent they are able.

### 1. Anticipated Resident Needs and Program Goals:

The supportive services provided at Witherspoon Senior Apartments will be oriented toward the 62+ senior community. It is expected that the population will consist of those able to live independently but who may require supportive services in order to do so. With this in mind, a program has been designed that focuses on **health services, education, technology, community activities, and interaction and connections with family and the world beyond the campus**. By providing for the mental, physical, and spiritual well-being of residents, residents can maintain an **independent lifestyle** and **increase longevity**.

*The overall goal of the program is to create a stimulating environment that seeks to avoid premature placement in a health care facility and allows residents to age in place.*

The following objectives and measureable outcomes associated with each objective will help reach this goal.

Objective 1. Provide connections to the community beyond Witherspoon Senior Apartments and the 58<sup>th</sup> Street campus

Outcome 1. 50% of residents utilize available transit services

Outcome 2. 50% of residents leave the campus at least once per week

Outcome 2. 100% of residents visit with at least one outside visitor every 4 months

Objective 2. Ensure convenient access to medical and wellness services

Outcome 1. Residents utilize the van services coordinated by PPH and reach 100% of all appointments on time

Outcome 2. All emergency visits are handled in a prompt and professional manner

Objective 3. Build community throughout the development

Outcome 1. All residents participate in at least 6 social events per year

Outcome 2. 50% of residents are active in the Tenant Council

Objective 4. Assist tenants in upholding lease obligations and care for their unit

Outcome 1. 97% of residents make on-time rent payments

Outcome 2. 95% of units do not require repairs beyond typical wear and tear at the time the unit is re-rented to a subsequent tenant

Objective 5. Involve residents in 21<sup>st</sup> century technology to the extent that they are able

Outcome 1. 40% of residents utilize the Neighborhood Network Center

Outcome 2. 70% of residents utilize email either within their unit or at the Neighborhood Network Center to correspond with friends and family

Objective 6. Meet the physical, social, and spiritual needs of residents

Outcome 1. 20% of residents participate in spiritual offerings either on site or through transportation coordination to reach local places of worship

Outcome 2. Residents have fewer emergency medical visits compared with those in both comparable independent living arrangements and those in nursing homes.

Outcome 3. Residents feel camaraderie with their fellow tenants as measured by Witherspoon Senior Apartments' Social Services Coordinator.

To implement this plan and meet the goals and objectives enumerated above, the Social Services Coordinator will be on site **16 hours per week** to work with residents. Each resident will have an initial meeting with the Social Services Coordinator to identify their specific needs

and develop a corresponding program of services to be utilized. Progress will be tracked on a regular basis through detailed, confidential files maintained by the Social Services Coordinator that will include regular assessments to measure each resident's physical, social, and mental health. The Social Services Coordinator will make changes to individual programs as necessary as tenants age or other circumstances change or arise.

Tenants will also have the opportunity to create programming in tandem with staff that meets individual or group needs. Tenant Council meetings will be **held monthly** and will provide a forum for residents to express any concerns they may have regarding their services and housing arrangements.

## **2. Implementation of services, programs, and activities.**

The following programs will be provided to meet the goals enumerated above and will be open to all residents based on interest or need. The Social Services Coordinator will work with staff and directly with residents to notify all tenants about program availability and means of participation. Through case management and counseling work, the Social Services Coordinator will also identify specific tenants who would benefit from participation in specific programs offered.

### *Neighborhood Network Center*

Location: On-site (2050 S. 58<sup>th</sup> Street, Philadelphia, PA 19143)

Availability: Daily

Witherspoon Senior Apartments will include an on-campus Computer Center that affords residents access to computer training and communication programs. PPH will work with HUD to identify funding for hardware, software, financial planning, technology assessments and systems designs, as well as technical and support services.

This center will truly increase the quality of life for the senior residents of Witherspoon Senior Apartments. The Neighborhood Networks Center at Witherspoon Senior Apartments will contribute to the interaction of seniors with the outside world and will help relieve boredom, loneliness and isolation. Moreover, the group/library environment of the Neighborhood Networks Center will help develop relationships among many seniors.

The objective of the Neighborhood Networks Center is as follows:

- Enhance the basic literacy skills of seniors to assist them in maintaining independent lifestyles.
- To assist seniors in accessing computerized services, such as on-line shopping, the purchase of medications and communication with family and friends in distant lands.

- Improve Social Service accessibility by making the programs of local agencies available to resident families through the computer center.
- Expand resident's activities through remote access and programs offered through the Internet and social programs that are offered by other organizations throughout the world.

### *Life Program*

Location: On-site (2050 S. 58<sup>th</sup> Street, Philadelphia, PA 19143)

Availability: Daily

Residents of Witherspoon Senior Apartments would have access to the University of Pennsylvania's LIFE Program, which provides preventive, primary, acute, and long term health care services so that older individuals continue to live in their homes as long as possible. The care team is made up of primary care physicians, nurse practitioners, registered nurses, social workers, therapists, personal care workers, and other dedicated staff, and services include rehabilitation and restorative therapies, primary and specialty medical care, social activities and recreation, caregiver support, home modifications, in-home care, continence management, hospitalization when needed, and other specialty services and equipment. The Social Services Coordinator will ensure that daily visits to the LIFE Center are provided for residents in need. Transportation will be provided for the resident at no cost. The Social Services Coordinator will work closely with LIFE's Social Service Department, and together they assess the needs of the residents and place them with required services. This is accomplished by in-home visits and follow-up with service providers. The close interaction with the residents, their family, and the LIFE center contributes to the enhanced quality of life of our residents.

### *Tenant Council*

Location: On-site (2050 S. 58<sup>th</sup> Street, Philadelphia, PA 19143)

Availability: Monthly

The Tenant Council will be established with the help of Management to allow the residents a forum for activities, socialization and organization. As active independent elderly people, planning and organizing their own activities will give them an opportunity for self-determination.

### *Transportation*

Location: On-site (2050 S. 58<sup>th</sup> Street, Philadelphia, PA 19143)

Availability: Daily

To support residents in their independent lifestyle, Witherspoon Senior Apartments tenants will be linked with van service provided by Customized Community Transportation (CCT) Connect, a subsidiary of SEPTA, Philadelphia's public transit agency. CCT's Shared-Ride Program is a door-to-door, advanced-reservation service available to senior citizens. Utilizing this program, residents can travel anywhere within the City of Philadelphia and to any location within three miles of the City's borders. This will allow residents who do not want to use their own vehicle but want to maintain the ability to travel to do grocery shopping, visit the bank, and perform other errands, as well as visit family and friends.

Paratransit service is available for residents with disabilities. This program will take residents anywhere within the five-county service region. Both programs charge a fee of \$4.00 per one-way trip.

#### *In-Unit Meal Delivery*

Location: On-site (2050 S. 58<sup>th</sup> Street, Philadelphia, PA 19143)

Availability: Daily

Additional services will be provided to the residents from local social services agencies. As residents age in place, management will explore the possibility for meals to be delivered to the community room. Until such delivery is established, Meals on Wheels will be available to home bound residents.

#### *Spiritual Needs*

Location: On-site (2050 S. 58<sup>th</sup> Street, Philadelphia, PA 19143)

Availability: Daily

The spiritual needs of the residents can be provided for in two ways – first, arranging volunteer transportation to local churches upon request, and second, to invite visiting ministerial staff upon request.

### **3. Staffing**

The Social Services Coordinator will work sixteen (16) hours per week to provide needs assessment and referrals for social programs, meals and supportive services. The Social Services Coordinator will work from office space provided on the first floor of the Witherspoon Senior Apartments building and will have access to a personal computer, email, the Internet, and various software programs necessary to perform the position's various functions. Secured

space for paper files will also be provided. Specifically, the Social Services Coordinator will perform, at a minimum, the following tasks:

- The Social Services Coordinator will support resident activities and working with residents to establish a Resident Association.
- The Social Services Coordinator will provide intensive case management to residents of Witherspoon Apartments in areas of financial assistance, healthcare advocacy, housekeeping services, food services, conflict resolution and others.
- The Supportive Social Services Coordinator provides counseling services to residents in the areas of conflict resolution, crisis intervention, family support, benefits, insurance coverage's, entitlements, general resident concerns and etc.
- The Supportive Services Coordinator offers budgeting classes to help residents cope with the strain of household finances. Coordinators will also take the route of presenting invited guests to speak on various topics and provide life skills training to include: identity theft classes, fire safety programs, local pharmacist speaking on drugs and their interaction with each other, Alzheimer's, in-home medical services available to the residents and more.
- The Supportive Social Services Coordinator will reach out to local medical specialist to arrange on-site services ranging from flu vaccines to blood pressure checks.
- The Supportive Social Services Coordinator will provide a monthly newsletter that offers healthcare tips from various sources. Coordinators will also offer an annual Wellness Program that help residents cope with stress and the aging process.
- The Supportive Social Services Coordinator should maintain detailed notes regarding any assistance and services provided to the residents.
- The Social Services Coordinator must keep the client files in a secured location and accessible ONLY to the Social Services Coordinator and to management to the extent necessary.

The Social Services Coordinator will be supported by a team of staff members, including a full time Senior Housing Manager (37.5 hours per week), a full time Maintenance Manager (37.5 hours per week), and a part-time administrative assistant (24 hours per week).

#### **4. Budget and Source of Funds**

The annual cost for the supportive services to be provided on site under this Supportive Service Plan is \$16,476 and will be funded from the project's operating budget (see supportive service

reserve line item). These funds will cover \$14,976 for the Social Services Coordinator position (16 hours/week) and \$1,500 for the activities and associated incidental costs.

**5) Coordination with and commitment of community resources.** If other service providers are integral to this plan of services, include a letter of intent from each provider describing what services they will provide.

The University of Pennsylvania LIFE Program provides medical and social services to **all** qualified residents in the 19143 zip code. Eligibility is based on age (55+), medical condition, ability to live in the community, and Medicare/Medicaid eligibility. Daily transportation to the LIFE Program will be provided for residents by PPH at no cost.