

**PHILADELPHIA HOUSING AUTHORITY
RFP #P-004440 UNIT-BASED OPERATING SUBSIDY PROGRAM
GALA – GOLDEN AGE LIVING ACCOMMODATIONS**

10. Supportive Services Plan:

The supportive services plan for GALA will, in a word be, robust. We have set-aside \$415,000 in a supportive services escrow account which will be used to fund an initial \$31,350/yr. for the supportive services for the 15 year affordability period (please refer to the enclosed supportive services budget for more detail). We have also budgeted an additional \$21,500 for athletic equipment for the health and wellness suite and \$10,000 to outfit the medical suite. The building will provide an office for the supportive services coordinator that will be staffed and managed by Center in the Park, a nationally accredited non-profit senior center that has been providing social services to seniors in Northwest Philadelphia for the past 45 years. The building will also provide the seniors with:

- An arts and crafts room.
- A health and wellness room which will be outfitted with exercise equipment.
- A furnished community room with a warming kitchen.
- A medical office that will be staffed by Chestnut Hill Hospital.

The supportive services plan will be administered by Center in the Park and be available to all of the residents of the building for no charge. The services will include:

- The social service coordinator will provide each resident with an initial assessment designed to foster and promote independent living.
- Programs designed to promote a healthy lifestyle will be offered on-site and at Center in the Park.
- The social services coordinator will promote healthy behavior and enhance the resident's ability to manage chronic health conditions.
- A medical office/wellness clinic will be established on-site and will have regular hours to provide residents with health screenings, flu shots, etc.
- The social services coordinator will assist residents to gain access to benefits.
- The social services coordinator will assist residents to gain access to formal programs that are available within the aging network.
- The social services coordinator will facilitate the formation of a resident council.

Enclosed is an executed memorandum of understanding between Center in the Park and Conifer Realty to provide said services as well as a complete description of the supportive services plan for GALA. Additionally please find a letter from Chestnut Hill Hospital committing to provide health and wellness services to the GALA residents within the medical office that will be located on-site.

GALA – Golden Age Living Accommodations

MEMORANDUM OF UNDERSTANDING FOR SERVICES TO BE PROVIDED

BETWEEN

Center in the Park
(Service Provider)

AND

Golden Age Living Accommodations, LP

THAT IS THE SPONSOR/OWNER ENTITY FOR

GALA

2030 E. Haines Street
Philadelphia, PA 19138

The Sponsor/Owner referred to above intends to submit to the Pennsylvania Housing Finance Agency (PHFA) an application for Low Income Housing Credits and has made certain representations to PHFA regarding the provision of affordable housing to the low-income households/tenants and the provisions of services to those households/tenants. The residents to be served under this agreement are individuals and families who will reside in this 62-unit development. The Service Provider hereby commits to make available its Community Resource and Case Management Services to the tenants of the Project. These services are to be provided directly through the Service Provider (at GALA or at the Service Provider's facility located at 5818 Germantown Avenue, Philadelphia, PA) or in coordination with other providers. These services will be provided at no cost to the residents and will include but will not be limited to the following:

- Increase residents' ability to remain independent in their home environment for as long as it is functionally, financially and administratively feasible to do so.
- Provide access to programs that will promote healthy behaviors and lifestyles.
- Provide access to timely and up-to-date information regarding government programs, benefits and entitlements such as Medicare, Medicaid, SNAP, IHEAP and property tax rent rebates.
- Mobilize and coordinate existing community-based supports in helping to remain in their home environment.
- Empower residents to assume an active role in community building and to meet their own needs through education training.

Center in the Park will coordinate, along with the Community Manager, the planning and execution of additional on-site community workshops or events to focus on the identified needs of the residents, with the frequency to be determined. Center in the Park will provide outreach and promote participation in the services in collaboration with the Community Manager. Center in the Park will provide monthly reports to the Community Manager detailing the services provided.

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The Sponsor/Owner will cover the cost of the aforementioned services with funds specifically dedicated within the operating budget.

The intent to provide the above outlined programs and/or services is hereby affirmed and agreed to by the Project Sponsor/Owner and the Service Provider. Together, we hereby certify that the programs and/or services shall be provided for the benefit of the qualified households/tenants who shall reside at GALA.

Termination of this Agreement shall be permitted only in the event the Sponsor demonstrates to the tax credit investor that an equally competent service provider is ready and willing to fulfil the responsibilities which are outlined herein of the above named Service Provider.

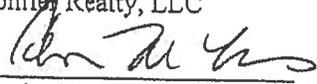
Attached to this Memorandum of Understanding is Exhibit A which contains the Supportive Services Plan, the first year operating budget and the 15 year social service budget.

Agreed to and signed this 25TH day of August, 2014.

Golden Age Living Accommodations, LP

By: Conifer Realty, LLC

By:


Charles M. Lewis
Vice President
(Sponsor/Owner)

Center in the Park

By:


Lynn Fields Harris
Executive Director
(Service Provider)

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" EXHIBIT A "



Center In the Park -Supportive Services Plan
GALA: Golden Age Living Accommodations

Introduction

Center In the Park (CIP) is a nationally accredited non-profit senior community center that celebrated its 45th anniversary in 2013 as a trusted provider of services and activities for older adults in Northwest Philadelphia and beyond. CIP has a well established relationship with Mt. Airy Baptist Church, including numerous CIP participants who are also congregants of the church, and through its commitment to community connections, CIP has also provided health promotion workshops on site at the church and volunteers of the church have, for many years, prepared Thanksgiving Luncheon for CIP's membership.

Colned "a Gem in Germantown" by its participants, CIP offers over 100 classes and programs annually on a semester basis (Fall, Spring and Summer) including Lifelong Learning and Creative Self-Expression, Health Promotion and Evidence-Based Programs, and Community Connections-Civic Engagement and Intergenerational Programs, as well as ongoing Social Services, Energy Assistance, Housing Counseling, and Long Term Care Ombudsman programs. In fiscal year 2014 (July 1, 2013- June 30, 2014), 1,955 unduplicated older adults participated, including 335 newly enrolled CIP members (annually averaging 28-30 new enrollees per month), with an additional 1,066 older adults served through CIP's Social Services and Housing programs. IN CIP's inaugural year provided LTC Ombudsman services, CIP staff made 513 site visits to 143 long term living facilities. Additionally, CIP's daily lunch program served over 22,000 meals. CIP operates with an annual budget of over \$2 million, a dedicated staff of 25 full-time and 5 part-time professionals, a Board of Directors of 15 individuals, and over 200 volunteers. CIP was proud to be recently re-accredited for the third time (June 2014) by The National Council on the Aging's National Institute for Senior Centers (NISC). CIP's collaborative academic partnerships with Thomas Jefferson University have been recognized by NISC (2010 Research Award, *Harvest Health Chronic Disease Self-Management Program*); and, the American Society on Aging (2009 NOMA Award, excellence in multi-cultural aging, *In Touch: Mind, Body Spirit* program).

CIP has a prior history of supportive service provision in two senior housing facilities. Celebrating its 10th anniversary in 2013, Maple Village at Center in the Park is a 70 unit senior housing facility, co-developed by Center in the Park in partnership with Pennrose Properties, and is funded through Low Income Housing Tax Credit Funding via the Pennsylvania Housing Finance Agency. Maple Village is located adjacent to Center In the Park affording residents the opportunity to conveniently take advantage of senior center programs and classes, including arts, health and wellness, lifelong learning, a fitness center, a computer lab, and daily lunch program. In addition to providing access to a wealth of programming and regularly using its vehicle to transport residents to grocery shopping, CIP staff provides assistance to residents with the completion of PA Rent Rebate and LIHEAP (Low Income Home Energy Assistance Program) applications as well as In Home Support Program case management services for resident who meet program eligibility. Until 2010, CIP also provided a part-time Service Coordinator and weekly and monthly programming at New Covenant Manor, also a tax credit senior apartment building located in Northwest Philadelphia.

1) Anticipated Resident Needs and Program Goals:

a. Target Population:

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The target population will be low to moderate income older adult residents (age 62+) who reside at Gala: Mount Alry Baptist Church Senior Apartments.

b. Goals of the Supportive Services Program:

The following goals of Center In the Park's supportive services program will improve residents' ability to uphold their lease throughout the aging process and enhance quality of life and reside in the community as long as they can safely do so:

Goal 1: Increase residents' ability to remain independent in their home environment for as long as it is functionally, financially, and administratively feasible to do so.

- Implementation: All residents will receive a comprehensive initial assessment upon moving into the property to identify any service needs. A care plan will be created for residents in need of ongoing support and will be monitored and reassessed as needed. If amenable to property management, the Service Coordinator may also complete a preliminary intake assessment during the final stages of the application process at the time of the home visit to proactively identify potential service needs.

Goal 2: To provide access to programs that will promote healthy behaviors and lifestyle.

- Implementation: Center In the Park is recognized nationally as a leader in the implementation of evidence-based health promotion programs for older adults. The implementation of this goal will be threefold:
 - *Health Promotion and Evidence-Based Programs at Center in the Park:* The Service Coordinator will serve as a liaison between the residents and CIP to encourage residents to take advantage of the range of award winning health promotion programs offered on-site at CIP. A 2003 study addressing the linkage between successful aging and senior center participation found statistically significant correlations between attending health promotion programs and practicing healthy behavior, and between spending time at a senior center and having a healthy mental outlook. Residents will be encouraged to take advantage of fitness, exercise, nutrition, Brain Health, Harvest Health Chronic Disease Self-Management workshops, Falls Prevention and the Aging Mastery Program, all offered at CIP throughout the year. The Service Coordinator will work collaboratively with CIP's Health Promotion Coordinators to facilitate resident participation in programs.
 - *On-Site Health Promotion Classes:* Based on resident input, some CIP health promotion programs/classes will be offered on-site in the building, and may include one-time workshops and/or a recurrent weekly program (i.e. Exercise; Yoga).
 - *On-Site Health and Wellness Clinic:* To be established by Chestnut Hill Hospital in collaboration with property management and Center in the Park, the clinic will potentially serve both residents and the neighboring community, and provide services such as health screenings and flu shots.

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Goal 3: To provide access to timely and up-to-date information regarding government programs, benefits, and entitlements, such as Medicare, Medicaid, SNAP, LIHEAP, and Property Tax/Rent Rebates.

- Implementation: The service coordinator will be available to assist residents individually with the process of applying for benefits, including Rent Rebates, LIHEAP, and other entitlement programs, and will determine eligibility through the use of Benefits Check-Up. Additionally, group education workshops will be offered on topics of interest to residents (i.e. the Affordable Care Act; Medicare). The service coordinator will facilitate outside speakers when appropriate (i.e. Senior Law Center; Apprise-Insurance counseling program).

Goal 4: To mobilize and coordinate existing community-based supports in helping residents to remain in their home environment.

- Implementation: When appropriate, the Service Coordinator will link residents with existing formal supports within the aging network. These may include CIP's In-Home Support Program which provides case management, home-delivered meals, transportation, and short-term assistance with personal care for individuals who are recovering from a hospitalization or who have short-term care needs. For individuals who may need community supports on an ongoing basis, the Service Coordinator will facilitate the process of the resident being connected with the Philadelphia Corporation for Aging for long term services which may include assistance with housekeeping, home-delivered meals, and personal care. Additional community-based support may also include referrals for mental health services, counseling, or legal/financial assistance programs.

Goal 5: To empower residents to assume an active role in community building, and to meet their own needs through education and training.

- Implementation: The service coordinator will facilitate start-up of a resident council, which may identify areas of interest to residents for further education and training. The resident council will meet at least quarterly. Additionally, resident input will be solicited annually in the planning of resident educational and social events. Other community building activities may include the creation of volunteer opportunities aligned with resident interests within the building (i.e., front desk volunteers to ensure visitors sign in; activity leaders). Residents will also have access to community-based volunteer and civic engagement opportunities through Center in the Park.

c. Measurable Target Outcomes: Center in the Park anticipates the following outcomes:

Goal 1: To increase residents' ability to remain independent in their home for as long as it is functionally, financially, and administratively feasible to do so.

- Outcome: 100% of residents will receive a comprehensive assessment by the service coordinator upon initial tenancy. In cases requiring ongoing monitoring, a care management plan will be created, and be reassessed periodically, at least every 6 months.

Goal 2: To provide access to programs that will promote healthy behaviors and enhance residents' ability to manage chronic health conditions.

- Outcomes:
 - At least 65% of residents will attend health promotion programs either on-site, or at Center in the Park.
 - At least 75% of health promotion attendees will report participation helped them to know how to make healthy choices or positive changes in their lives.

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- In year one, an on-site Health and Wellness Clinic will be established by Chestnut Hill Hospital; additional utilization outcomes will be defined as the clinic is implemented.

Goal 3: To provide access, information, and referral to timely and up-to-date information regarding government programs, benefits, and entitlements, such as Medicare, Medicaid, LIHEAP, and Property Tax/Rent Rebates.

- **Outcome:** It is anticipated that close to 100% of residents would benefit from information regarding benefit and entitlement programs, and the majority will also be eligible for various programs (i.e. Rent Rebate; LIHEAP).

Goal 4: To mobilize and coordinate existing community-based supports in helping residents to remain independent in their home environment.

- **Outcome:** At least 50% of the residents will meet with the Service Coordinator annually for assistance with accessing community-based resources or benefits to maintain independence in the community.

Goal 5: To empower residents to assume an active role in community building, and to meet their own needs through education and training.

- **Outcomes:** at least 50% of residents will participate in the resident council; at least 70% of residents will respond to annual resident surveys.

d. Describe how the program will identify resident needs at start-up and respond to changing needs of residents over time.

Resident needs will be identified both individually and collectively through the following processes:

Individual Resident Assessment:

Initial Intake Assessment: All residents will have an introductory meeting with the Service Coordinator at which time the Service Coordinator will complete a brief Intake Assessment to identify at risk residents who may be in need of more extensive assessment and/or any needs for immediate assistance to ensure independence in the building.

- *CIP Service Coordinators have in the past accompanied property management on the home visit required during the application process to proactively identify potential resident service needs prior to move-in. If this is something to which the property management is amenable and views as being of value (as opposed to hindering the management process), the Service Coordinator could also provide this additional layer of assessment.*

Assessment: Residents who either self-identify or are identified by management, the service coordinator, or other formal or informal supports as having a service need will be assessed by the Service Coordinator. If ongoing monitoring is needed to ensure independence, a care plan will be implemented with periodic reassessment (at least every 6 months).

Community Needs Assessment:

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Annual Resident Survey: An annual survey will be delivered to identify resident needs and interests related to programming, transportation, and services provided within the building and off-site at Center in the Park.

Program Evaluation Surveys: All programs and workshops provided on-site for residents will include a program evaluation survey at the completion of the workshop that measures both participation outcomes and consumer satisfaction.

2) Implementation of services, programs, and activities

a. Who is responsible for providing each service.

The Service Coordinator provided by Center in the Park will be responsible for providing coordination of all services, serving as a liaison between residents and property management and residents and CIP, as well as facilitating connections with other service providers. The Service Coordinator will be overseen by CIP's Social Services Supervisor. Additionally, CIP's Health Promotion Coordinators will be involved with coordination of some programs and activities as needed.

b. Where each service will be provided.

Services will be conducted on-site including individual service coordination, and group resident meetings, programs, and educational/social events. The Service Coordinator will have a private office for individual meetings requiring privacy which will be provided by the property management. Community room space will be utilized for group meetings. Additionally, resident will be encouraged to take advantage of off-site programming at CIP. In cases where transportation may be a barrier, the Service Coordinator will facilitate transportation through Mount Airy Baptist Church, or CCT (shared ride program) as needed.

c. Frequency of Each Activity

Service Provided	Responsible Party	Location	Frequency	Cost to Resident
Individual Needs Assessment/Case Management	Service Coordinator	On-Site	Initially upon lease-up; reassess every 6 months as needed; case mgmt. as needed	None
Resident Community Needs Assessment	Service Coordinator	On-Site	Initially upon full lease-up; annually	None
Resident Council	Service Coordinator and Resident Council	On-Site; Community	Service Coordinator to	None

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	Member (s)	Room	facillitate start-up; Resident Council-led quarterly meetings	
Information and Communication	Service Coordinator	On-Site	Quarterly; prior to an event	None
Referral and Linkages	Service Coordinator			
Health and Wellness Programming	Service Coordinator; Center in the Park	On-Site; Center in the Park	On-Site-Quarterly; CIP: Ongoing semester classes	None on-site; may be fees associated with some CIP classes
Health and Wellness Clinic	Chestnut Hill Hospital	On-Site	TBD	TBD- some services may be billed to insurance
Social Programming	Service Coordinator/Property Manager	On-Site; Center in the Park	Quarterly; ongoing at CIP	None

d. Eligibility Requirements or fees for resident participation.

There are no eligibility requirements for residents to participate in on-site programs, nor are there any fees for any on-site programs or activities. Participation in activities and programs offered off-site at Center in the Park require signing up for a free CIP Membership (must be age 55+). Many CIP classes are free, but there are some that do require a small fee to offset instructor costs.

e. Methods to market the service program and encourage resident participation.

The Service Coordinator will use a variety of media to reach out to residents and encourage participation. These methods include, but are not limited to:

- In cooperation with the property management, distribution of a quarterly newsletter and other resident communications.
- Distribution of flyers advertising upcoming programs/events.
- Distribution of Center in the Park's quarterly newsletter.
- In cooperation with property manager, information will be shared through regularly scheduled resident meetings.

3) Staffing

a) Identify staff positions involved, their location and number of hours per week dedicated exclusively to the services at the development.

Center in the Park will provide 1 part-time Service Coordinator who will be on site at the development 20 hours per week.

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The Service Coordinator will also coordinate with Center In the Park's Health Promotion Coordinators and other appropriate CIP staff in the delivery of both on-site programs at Mt. Airy Baptist Senior Apartments and off-site programming at Center in the Park. Additionally, the Service Coordinator, CIP's Executive Director, and CIP's Health Promotion Coordinators will be involved in the development and implementation of an on-site health and wellness clinic in collaboration with Chestnut Hill Hospital.

b) Describe Supervision and Support

The Service Coordinator will have a private office at Mt. Airy Baptist Senior Apartments that will be equipped with access to a computer with email and internet access and a phone with voicemail. The Service Coordinator will be supervised by Center In the Park's Social Services Supervisor whose office is located off-site at Center In the Park.

4) Budget and source of funds.

CIP will contract with the property to provide supportive services with costs projected to be \$31,350 (see attached) in year one.

5) If other service providers are integral to this plan of services, include a letter from each provider describing what services they will provide.

Chestnut Hill Hospital will collaborate with property management and Center in the Park to develop and implement an on-site health and wellness clinic that will serve both residents and community members.

- See attached letter from Chestnut Hill Hospital

Center in the Park
 Mount Airy Baptist Church Senior Apartments-Supportive Services
 Project Budget

Expense Item	Basis for Expense (rounded to nearest dollar)	% to Project	Total Cost
Service Coordinator (SC)	\$32,000 annual salary	1 SC	\$16,000
Taxes & Fringe	\$7,680 annually	1 SC	\$3,840
Health Promotion Coordinator	\$49,430 annual salary	1 HP	\$2,472
Taxes & Fringe	\$6,420 annually	1 HP	\$323
Quarterly Social Event	\$1,000 food and supplies	organized by SC	\$1,000
Fitness Class	\$2,080 Fitness Instructor	\$40/class, 1wk	\$2,080
Life Long Learning Class	\$1,150 Instructor	\$50/class, every other wk(eow)	\$1,150
Summer Class TBA	\$400 Class Instructor	8 week Summer Series	\$400
Class Supplies	\$500/class/year	2 classes/year	\$1,000
Summer Series Supplies	\$119/series	\$50/class, 1 class/wk, 8 wks	\$119
Office Supplies	\$20/month	1 SC	\$300
Postage	\$0.46/piece	10 pieces/mo	\$56
Travel: Local	\$0.55/mile	50 miles/mo	\$330
Provider Overhead	CIP Overhead		\$2,280
Total Project Budget			\$31,350

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GALA - Mt. Airy Sr. Housing								
Social Service Budget								
Program Uses:	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
Service Coordinator Salary	\$16,000	\$16,320	\$16,646	\$16,979	\$17,319	\$17,655	\$18,019	\$18,379
Taxes and Fringes	\$3,840	\$3,917	\$3,995	\$4,075	\$4,157	\$4,240	\$4,324	\$4,411
Health Promotion Coordinators	\$2,472	\$2,512	\$2,572	\$2,623	\$2,676	\$2,729	\$2,784	\$2,840
Taxes and Fringes	\$323	\$329	\$336	\$343	\$350	\$357	\$364	\$371
Social Service Events	\$1,000	\$1,020	\$1,040	\$1,061	\$1,082	\$1,104	\$1,126	\$1,149
Fitness Class	\$2,080	\$2,122	\$2,164	\$2,207	\$2,251	\$2,296	\$2,342	\$2,389
Life Long Learning Class	\$1,150	\$1,173	\$1,196	\$1,220	\$1,245	\$1,270	\$1,295	\$1,321
Summer Class	\$400	\$408	\$416	\$424	\$433	\$442	\$450	\$459
Class Supplies	\$1,000	\$1,020	\$1,040	\$1,061	\$1,082	\$1,104	\$1,126	\$1,149
Summer Series Supplies	\$119	\$121	\$124	\$126	\$129	\$131	\$134	\$137
Office Supplies	\$300	\$306	\$312	\$318	\$325	\$331	\$338	\$345
Postage	\$56	\$57	\$58	\$59	\$61	\$62	\$63	\$64
Local Travel	\$330	\$337	\$343	\$350	\$357	\$364	\$372	\$379
CIP Overhead	\$2,280	\$2,326	\$2,372	\$2,420	\$2,468	\$2,517	\$2,568	\$2,619
Total Uses of Funds	\$31,350	\$31,977	\$32,617	\$33,269	\$33,934	\$34,613	\$35,305	\$36,011
Beginning Year Balance	\$415,000	\$396,100	\$376,006	\$356,550	\$335,760	\$313,577	\$289,940	\$264,782
Program Expenses	-\$31,350	-\$31,977	-\$32,617	-\$33,269	-\$33,934	-\$34,613	-\$35,305	-\$36,011
Interest on Balance	\$12,450	\$11,883	\$13,160	\$12,479	\$11,752	\$10,975	\$10,148	\$9,267
End of Year Balance	\$396,100	\$376,006	\$356,550	\$335,760	\$313,577	\$289,940	\$264,782	\$238,038
Program Uses:	Year 9	Year 10	Year 11	Year 12	Year 13	Year 14	Year 15	
Service Coordinator Salary	\$18,747	\$19,121	\$19,504	\$19,894	\$20,292	\$20,698	\$21,112	
Taxes and Fringes	\$4,489	\$4,589	\$4,681	\$4,775	\$4,870	\$4,967	\$5,067	
Health Promotion Coordinators	\$2,896	\$2,954	\$3,013	\$3,074	\$3,135	\$3,198	\$3,262	
Taxes and Fringes	\$378	\$386	\$394	\$402	\$410	\$418	\$426	
Social Service Events	\$1,172	\$1,195	\$1,219	\$1,243	\$1,268	\$1,294	\$1,319	
Fitness Class	\$2,437	\$2,486	\$2,536	\$2,586	\$2,638	\$2,691	\$2,745	
Life Long Learning Class	\$1,347	\$1,374	\$1,402	\$1,430	\$1,458	\$1,488	\$1,517	
Summer Class	\$469	\$478	\$488	\$497	\$507	\$517	\$528	
Class Supplies	\$1,172	\$1,195	\$1,219	\$1,243	\$1,268	\$1,294	\$1,319	
Summer Series Supplies	\$139	\$142	\$145	\$148	\$151	\$154	\$157	
Office Supplies	\$351	\$359	\$366	\$373	\$380	\$388	\$396	
Postage	\$66	\$67	\$68	\$70	\$71	\$72	\$74	
Local Travel	\$387	\$394	\$402	\$410	\$419	\$427	\$435	
CIP Overhead	\$2,671	\$2,725	\$2,779	\$2,835	\$2,892	\$2,949	\$3,008	
Total Uses of Funds	\$36,732	\$37,466	\$38,215	\$38,980	\$39,759	\$40,555	\$41,366	
Beginning Year Balance	\$238,036	\$209,638	\$179,609	\$147,577	\$113,762	\$77,985	\$40,159	
Program Expenses	-\$36,732	-\$37,466	-\$38,215	-\$38,980	-\$39,759	-\$40,555	-\$41,366	
Interest on Balance	\$8,331	\$7,337	\$6,283	\$5,165	\$3,982	\$2,729	\$1,406	
End of Year Balance	\$209,638	\$179,609	\$147,577	\$113,762	\$77,985	\$40,159	\$199	

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Center in the Park -Supportive Services Plan GALA: Golden Age Living Accommodations

Introduction

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a. Target Population:

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Supportive Services Plan
August 13, 2014*

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The following goals of Center in the Park's supportive services program will improve residents' ability to uphold their lease throughout the aging process and enhance quality of life and reside in the community as long as they can safely do so:

Goal 1: Increase residents' ability to remain independent in their home environment for as long as it is functionally, financially, and administratively feasible to do so.

- Implementation: All residents will receive a comprehensive initial assessment upon moving into the property to identify any service needs. A care plan will be created for residents in need of ongoing support and will be monitored and reassessed as needed. If amenable to property management, the Service Coordinator may also complete a preliminary intake assessment during the final stages of the application process at the time of the home visit to proactively identify potential service needs.

Goal 2: To provide access to programs that will promote healthy behaviors and lifestyle.

- Implementation: Center in the Park is recognized nationally as a leader in the implementation of evidence-based health promotion programs for older adults. The implementation of this goal will be threefold:
 - *Health Promotion and Evidence-Based Programs at Center in the Park:* The Service Coordinator will serve as a liaison between the residents and CIP to encourage residents to take advantage of the range of award winning health promotion programs offered on-site at CIP. A 2003 study addressing the linkage between successful aging and senior center participation found statistically significant correlations between attending health promotion programs and practicing healthy behavior, and between spending time at a senior center and having a healthy mental outlook. Residents will be encouraged to take advantage of fitness, exercise, nutrition, Brain Health, Harvest Health Chronic Disease Self-Management workshops, Falls Prevention and the Aging Mastery Program, all offered at CIP throughout the year. The Service Coordinator will work collaboratively with CIP's Health Promotion Coordinators to facilitate resident participation in programs.
 - *On- Site Health Promotion Classes:* Based on resident input, some CIP health promotion programs/classes will be offered on-site in the building, and may include one-time workshops and/or a recurrent weekly program (i.e. Exercise; Yoga).
 - *On-Site Health and Wellness Clinic:* To be established by Chestnut Hill Hospital in collaboration with property management and Center in the Park, the clinic will potentially serve both residents and the neighboring community, and provide services such as health screenings and flu shots.

Goal 3: To provide access to timely and up-to-date information regarding government programs, benefits, and entitlements, such as Medicare, Medicaid, SNAP, LIHEAP, and Property Tax/Rent Rebates.

- **Implementation:** The service coordinator will be available to assist residents individually with the process of applying for benefits, including Rent Rebates, LIHEAP, and other entitlement programs, and will determine eligibility through the use of Benefits Check-Up. Additionally, group education workshops will be offered on topics of interest to residents (i.e. the Affordable Care Act; Medicare). The service coordinator will facilitate outside speakers when appropriate (i.e. Senior Law Center; Apprise-insurance counseling program).

Goal 4: To mobilize and coordinate existing community-based supports in helping residents to remain in their home environment.

- **Implementation:** When appropriate, the Service Coordinator will link residents with existing formal supports within the aging network. These may include CIP's In-Home Support Program which provides case management, home-delivered meals, transportation, and short-term assistance with personal care for individuals who are recovering from a hospitalization or who have short-term care needs. For individuals who may need community supports on an ongoing basis, the Service Coordinator will facilitate the process of the resident being connected with the Philadelphia Corporation for Aging for long term services which may include assistance with housekeeping, home-delivered meals, and personal care. Additional community-based support may also include referrals for mental health services, counseling, or legal/financial assistance programs.

Goal 5: To empower residents to assume an active role in community building, and to meet their own needs through education and training.

- **Implementation:** The service coordinator will facilitate start-up of a resident council, which may identify areas of interest to residents for further education and training. The resident council will meet at least quarterly. Additionally, resident input will be solicited annually in the planning of resident educational and social events. Other community building activities may include the creation of volunteer opportunities aligned with resident interests within the building (i.e., front desk volunteers to ensure visitors sign in; activity leaders). Residents will also have access to community-based volunteer and civic engagement opportunities through Center in the Park.

c. Measurable Target Outcomes: Center in the Park anticipates the following outcomes:

Goal 1: To increase residents' ability to remain independent in their home for as long as it is functionally, financially, and administratively feasible to do so.

- **Outcome:** 100% of residents will receive a comprehensive assessment by the service coordinator upon initial tenancy. In cases requiring ongoing monitoring, a care management plan will be created, and be reassessed periodically, at least every 6 months.

Goal 2: To provide access to programs that will promote healthy behaviors and enhance residents' ability to manage chronic health conditions.

- **Outcomes:**
 - At least 65% of residents will attend health promotion programs either on-site, or at Center in the Park.
 - At least 75% of health promotion attendees will report participation helped them to know how to make healthy choices or positive changes in their lives.

- In year one, an on-site Health and Wellness Clinic will be established by Chestnut Hill Hospital; additional utilization outcomes will be defined as the clinic is implemented.

Goal 3: To provide access, information, and referral to timely and up-to-date information regarding government programs, benefits, and entitlements, such as Medicare, Medicaid, LIHEAP, and Property Tax/Rent Rebates.

- **Outcome:** It is anticipated that close to 100% of residents would benefit from information regarding benefit and entitlement programs, and the majority will also be eligible for various programs (i.e. Rent Rebate; LIHEAP).

Goal 4: To mobilize and coordinate existing community-based supports in helping residents to remain independent in their home environment.

- **Outcome:** At least 50% of the residents will meet with the Service Coordinator annually for assistance with accessing community-based resources or benefits to maintain independence in the community.

Goal 5: To empower residents to assume an active role in community building, and to meet their own needs through education and training.

- **Outcomes:** at least 50% of residents will participate in the resident council; at least 70% of residents will respond to annual resident surveys.

d. Describe how the program will identify resident needs at start-up and respond to changing needs of residents over time.

Resident needs will be identified both individually and collectively through the following processes:

Individual Resident Assessment:

Initial Intake Assessment: All residents will have an introductory meeting with the Service Coordinator at which time the Service Coordinator will complete a brief Intake Assessment to identify at risk residents who may be in need of more extensive assessment and/or any needs for immediate assistance to ensure independence in the building.

- *CIP Service Coordinators have in the past accompanied property management on the home visit required during the application process to proactively identify potential resident service needs prior to move-in. If this is something to which the property management is amenable and views as being of value (as opposed to hindering the management process), the Service Coordinator could also provide this additional layer of assessment.*

Assessment: Residents who either self-identify or are identified by management, the service coordinator, or other formal or informal supports as having a service need will be assessed by the Service Coordinator. If ongoing monitoring is needed to ensure independence, a care plan will be implemented with periodic reassessment (at least every 6 months).

Community Needs Assessment:

*Center in the Park
Supportive Services Plan
August 13, 2014*

Annual Resident Survey: An annual survey will be delivered to identify resident needs and interests related to programming, transportation, and services provided within the building and off-site at Center in the Park.

Program Evaluation Surveys: All programs and workshops provided on-site for residents will include a program evaluation survey at the completion of the workshop that measures both participation outcomes and consumer satisfaction.

2) Implementation of services, programs, and activities

a. Who is responsible for providing each service.

The Service Coordinator provided by Center in the Park will be responsible for providing coordination of all services, serving as a liason between residents and property management and residents and CIP, as well as facilitating connections with other service providers. The Service Coordinator will be overseen by CIP’s Social Services Supervisor. Additionally, CIP’s Health Promotion Coordinators will be involved with coordination of some programs and activities as needed.

b. Where each service will be provided.

Services will be conducted on-site including individual service coordination, and group resident meetings, programs, and educational/social events. The Service Coordinator will have a private office for individual meetings requiring privacy which will be provided by the property management. Community room space will be utilized for group meetings. Additionally, resident will be encouraged to take advantage of off-site programming at CIP. In cases where transportation may be a barrier, the Service Coordinator will facilitate transportation through Mount Airy Baptist Church, or CCT (shared ride program) as needed.

c. Frequency of Each Activity

Service Provided	Responsible Party	Service Provision Location	Frequency	Eligibility Requirements/Fees
Individual Needs Assessment/Case Management	Service Coordinator	On-Site	Initially upon lease-up; reassess every 6 months as needed; case mgmt. as needed	None
Resident Community Needs Assessment	Service Coordinator	On-Site	Initially upon full lease-up; annually	None
Resident Council	Service Coordinator and Resident Council	On-Site; Community	Service Coordinator to	None

	Member (s)	Room	facilitate start-up; Resident Council-led quarterly meetings	
Information and Communication	Service Coordinator	On-Site	Quarterly; prior to an event	None
Referral and Linkages	Service Coordinator			
Health and Wellness Programming	Service Coordinator; Center in the Park	On-Site; Center in the Park	On-Site-Quarterly; CIP: Ongoing semester classes	None on-site; may be fees associated with some CIP classes
Health and Wellness Clinic	Chestnut Hill Hospital	On-Site	TBD	TBD- some services may be billed to insurance
Social Programming	Service Coordinator/Property Manager	On-Site; Center in the Park	Quarterly; ongoing at CIP	None

d. Eligibility Requirements or fees for resident participation.

There are no eligibility requirements for residents to participate in on-site programs, nor are there any fees for any on-site programs or activities. Participation in activities and programs offered off-site at Center in the Park require signing up for a free CIP Membership (must be age 55+). Many CIP classes are free, but there are some that do require a small fee to offset instructor costs.

e. Methods to market the service program and encourage resident participation.

The Service Coordinator will use a variety of media to reach out to residents and encourage participation. These methods include, but are not limited to:

- In cooperation with the property management, distribution of a quarterly newsletter and other resident communications.
- Distribution of flyers advertising upcoming programs/events.
- Distribution of Center in the Park's quarterly newsletter.
- In cooperation with property manager, information will be shared through regularly scheduled resident meetings.

3) Staffing

a) Identify staff positions involved, their location and number of hours per week dedicated exclusively to the services at the development.

Center in the Park will provide 1 part-time Service Coordinator who will be on site at the development 20 hours per week.

The Service Coordinator will also coordinate with Center in the Park's Health Promotion Coordinators and other appropriate CIP staff in the delivery of both on-site programs at Mt. Airy Baptist Senior Apartments and off-site programming at Center in the Park. Additionally, the Service Coordinator, CIP's Executive Director, and CIP's Health Promotion Coordinators will be involved in the development and implementation of an on-site health and wellness clinic in collaboration with Chestnut Hill Hospital.

b) Describe Supervision and Support

The Service Coordinator will have a private office at Mt. Airy Baptist Senior Apartments that will be equipped with access to a computer with email and internet access and a phone with voicemail. The Service Coordinator will be supervised by Center in the Park's Social Services Supervisor whose office is located off-site at Center in the Park.

4) Budget and source of funds.

CIP will contract with the property to provide supportive services with costs projected to be \$31,350 (see attached) in year one.

5) If other service providers are integral to this plan of services, include a letter from each provider describing what services they will provide.

Chestnut Hill Hospital will collaborate with property management and Center in the Park to develop and implement an on-site health and wellness clinic that will serve both residents and community members.

- See attached letter from Chestnut Hill Hospital

Center in the Park
 Mount Airy Baptist Church Senior Apartments-Supportive Services
 Project Budget

Expense Item	Basis for Expense (rounded to nearest dollar)	% to Project	Total Cost
Service Coordinator (SC)	\$32,000 annual salary	1 SC 50% of Time	\$16,000
Taxes & Fringe	\$7,680 annually	1 SC 50% of Time	\$3,840
Health Promotion Coordinator	\$49,430 annual salary	1 HP 5% of Time	\$2,472
Taxes & Fringe	\$6,420 annually	1 HP 5% of Time	\$323
Quarterly Social Event	\$1,000 food and supplies	organized by SC Quarterly	\$1,000
Fitness Class	\$2,080 Fitness Instructor	\$40/class, 1/wk 1/wk for 12 mos	\$2,080
Life Long Learning Class	\$1,150 Instructor	\$50/class, every other wk(eow) eow for 10 mos	\$1,150
Summer Class TBA	\$400 Class Instructor	8 week Summer Series 1/wk for 2 mos	\$400
Class Supplies	\$500/class/year	2 classes/year 12 months	\$1,000
Summer Series Supplies	\$119/series	\$50/class, 1 class/wk, 8 wks 2 months	\$119
Office Supplies	\$20/month	1 SC 12 months	\$300
Postage	\$0.46/piece	10 pieces/mo 12 months	\$56
Travel: Local	\$0.55/mile	50 miles/mo 12 months	\$330
Provider Overhead	CIP Overhead		\$2,280
Total Project Budget			\$31,350

GALA -- Mt. Airy Sr. Housing								
Social Service Budget								
Program Uses:	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
Service Coordinator Salary	\$16,000	\$16,320	\$16,646	\$16,979	\$17,319	\$17,665	\$18,019	\$18,379
Taxes and Fringes	\$3,840	\$3,917	\$3,995	\$4,075	\$4,157	\$4,240	\$4,324	\$4,411
Health Promotion Coordinators	\$2,472	\$2,521	\$2,572	\$2,623	\$2,676	\$2,729	\$2,784	\$2,840
Taxes and Fringes	\$323	\$329	\$336	\$343	\$350	\$357	\$364	\$371
Social Service Events	\$1,000	\$1,020	\$1,040	\$1,061	\$1,082	\$1,104	\$1,126	\$1,149
Fitness Class	\$2,080	\$2,122	\$2,164	\$2,207	\$2,251	\$2,296	\$2,342	\$2,389
Life Long Learning Class	\$1,150	\$1,173	\$1,196	\$1,220	\$1,245	\$1,270	\$1,295	\$1,321
Summer Class	\$400	\$408	\$416	\$424	\$433	\$442	\$450	\$459
Class Supplies	\$1,000	\$1,020	\$1,040	\$1,061	\$1,082	\$1,104	\$1,126	\$1,149
Summer Series Supplies	\$119	\$121	\$124	\$126	\$129	\$131	\$134	\$137
Office Supplies	\$300	\$306	\$312	\$318	\$325	\$331	\$338	\$345
Postage	\$56	\$57	\$58	\$59	\$61	\$62	\$63	\$64
Local Travel	\$330	\$337	\$343	\$350	\$357	\$364	\$372	\$379
CIP Overhead	\$2,280	\$2,326	\$2,372	\$2,420	\$2,468	\$2,517	\$2,568	\$2,619
Total Uses of Funds	\$31,350	\$31,977	\$32,617	\$33,269	\$33,934	\$34,613	\$35,305	\$36,011
Beginning Year Balance	\$415,000	\$396,100	\$376,006	\$356,550	\$335,760	\$313,577	\$289,940	\$264,782
Program Expenses	-\$31,350	-\$31,977	-\$32,617	-\$33,269	-\$33,934	-\$34,613	-\$35,305	-\$36,011
Interest on Balance	\$12,450	\$11,883	\$13,160	\$12,479	\$11,752	\$10,975	\$10,148	\$9,267
End of Year Balance	\$396,100	\$376,006	\$356,550	\$335,760	\$313,577	\$289,940	\$264,782	\$238,038
Program Uses:	Year 9	Year 10	Year 11	Year 12	Year 13	Year 14	Year 15	
Service Coordinator Salary	\$18,747	\$19,121	\$19,504	\$19,894	\$20,292	\$20,698	\$21,112	
Taxes and Fringes	\$4,499	\$4,589	\$4,681	\$4,775	\$4,870	\$4,967	\$5,067	
Health Promotion Coordinators	\$2,896	\$2,954	\$3,013	\$3,074	\$3,135	\$3,198	\$3,262	
Taxes and Fringes	\$378	\$386	\$394	\$402	\$410	\$418	\$426	
Social Service Events	\$1,172	\$1,195	\$1,219	\$1,243	\$1,268	\$1,294	\$1,319	
Fitness Class	\$2,437	\$2,486	\$2,536	\$2,586	\$2,638	\$2,691	\$2,745	
Life Long Learning Class	\$1,347	\$1,374	\$1,402	\$1,430	\$1,458	\$1,488	\$1,517	
Summer Class	\$469	\$478	\$488	\$497	\$507	\$517	\$528	
Class Supplies	\$1,172	\$1,195	\$1,219	\$1,243	\$1,268	\$1,294	\$1,319	
Summer Series Supplies	\$139	\$142	\$145	\$148	\$151	\$154	\$157	
Office Supplies	\$351	\$359	\$366	\$373	\$380	\$388	\$396	
Postage	\$66	\$67	\$68	\$70	\$71	\$72	\$74	
Local Travel	\$387	\$394	\$402	\$410	\$419	\$427	\$435	
CIP Overhead	\$2,671	\$2,725	\$2,779	\$2,835	\$2,892	\$2,949	\$3,008	
Total Uses of Funds	\$36,732	\$37,466	\$38,215	\$38,980	\$39,759	\$40,555	\$41,366	
Beginning Year Balance	\$238,038	\$209,638	\$179,509	\$147,577	\$113,762	\$77,985	\$40,159	
Program Expenses	-\$36,732	-\$37,466	-\$38,215	-\$38,980	-\$39,759	-\$40,555	-\$41,366	
Interest on Balance	\$8,331	\$7,337	\$6,283	\$5,165	\$3,982	\$2,729	\$1,406	
End of Year Balance	\$209,638	\$179,509	\$147,577	\$113,762	\$77,985	\$40,159	\$199	



CHESTNUT HILL HOSPITAL

UNIVERSITY of PENNSYLVANIA
COMMUNITY HEALTH NETWORK

July 28, 2014

Bruce Morgan, President
BCM Affordable Housing
63 Chestnut Road, Suite 7
Paoli, PA 19301

Dear Mr. Morgan:

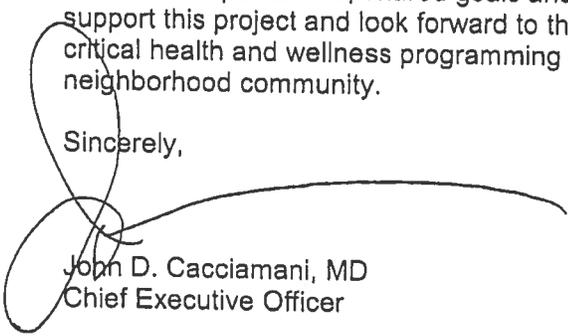
On behalf of the Board and staff of Chestnut Hill Hospital, I am pleased to submit this letter as an initial expression of our interest in building a relationship with BCM Affordable Housing and Center in the Park in the development of a community-based health and wellness center at the Mount Airy Baptist Church's proposed senior housing project at Haines Street and Limekiln Pike in West Oak Lane.

Chestnut Hill Hospital is a community-based, university-affiliated, teaching hospital committed to excellent patient-centered care. Our 135-bed hospital offers a range of inpatient and outpatient, diagnostic and treatment services for our neighbors in northwest Philadelphia and eastern Montgomery County.

More than 300 board-certified physicians compromise the medical staff and support medical specialties including minimally invasive laparoscopic and robotic-assisted surgery, cardiology, gynecology, oncology, orthopedics, and more. Our comprehensive services also include primary care practices, two Women's Centers and an off-site physical therapy center. For two years, Chestnut Hill Hospital was named one of the nation's top performers on key quality measures by The Joint Commission, the leading Commission for achieving excellence in performance on its accountability measures.

We were excited to learn of the proposed development of 62 units of affordable senior housing at the Mount Airy Baptist Church site and look forward to further defining a role for Chestnut Hill Hospital in the establishment of an on-site health and wellness clinic for both residents and the neighboring community. We recognize that the submission of this letter is the initial phase of building a relationship with BCM Affordable Housing and Center in the Park that will be based on mutual expectations, shared goals and candid communication. We are extremely pleased to support this project and look forward to the opportunity to establish a presence and develop critical health and wellness programming for the MABC senior housing residents and neighborhood community.

Sincerely,



John D. Cacciamani, MD
Chief Executive Officer