

## **10. Supportive Services Plan – Casa Indiana**

---

### **SUPPORTIVE SERVICES PLAN**

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

##### **a) Target Population**

Casa Indiana is designed to provide affordable housing in a secure environment to elderly persons who are currently independent and the supportive services they need in order to continue to work or otherwise be actively involved in community activities, socialize and remain self-sufficient for as long as possible. Initially elderly persons eligible for residency in the facility may not be deficient in any Activities of Daily Living (ADL's).

The adaptive design of Casa Indiana and support services program also reflect the fact that as the residents of the facility get older their physical environment may need to be adapted and additional support services tailored to their individual needs as required. Our objective is to enable individuals to age-in-place for as long as possible to reduce the incidence of premature institutionalization of senior residents.

Residents of Casa Indiana must be at least 62 years old and have gross income at or below 40% of the median income for the area where the housing will be located. In fact because of the extremely low incomes of the residents of the population where the housing will be located and our experience in providing housing to this population, we will target 100% of the units for households with income at or below 40% of median for the area. The project based subsidies being requested from PHA will make units affordable to very low income households.

The design and support service plan for Casa Indiana is intended to allow the residents to remain independent in as many areas of their lives for as long as possible in a secure environment. It is anticipated that the support service needs of the first residents of the facility will be minimal. However, the design and service plan recognize that the physical environment and support services must change over time to accommodate the increased needs of the residents.

##### **b) Goals of the Supportive Services Program**

Since 1982 HACE's mission has been to reverse the cycle of disinvestment and decline in the St. Hugh and Fairhill Neighborhoods by developing affordable, supportive housing and promoting economic and social initiatives that address quality of life issues affecting our seniors. HACE has developed 208 units (serving approximately 360 elders) of supportive housing for elders 62+. In partnership with Mercy Life, in 2009 HACE opened a now fully-enrolled LIFE Center adjacent to two of its affordable housing complexes for the elderly and within walking distance of Casa Indiana. HACE recognizes the need to develop a comprehensive resident services plan for our affordable housing developments for seniors that coordinates and accesses a range of services that will allow our residents to age in place with good quality of life as long as possible.

Despite the many services provided to seniors by several organizations in the city, the current delivery system remains a confusing patchwork. This is particularly true for our Spanish-

## 10. Supportive Services Plan – Casa Indiana

---

speaking elders, who, preferring to seek help from familiar people and institutions and confused by a maze of procedures, often forgo much needed services from places outside their neighborhood. If an elder needs more than one service, a layer of complexity is added. For this reason, HACE has chosen to develop and implement a Resident Services Program for residents of Casa Indiana to support the residents to help them age in place.

### **Plan Goals**

- Establish a comprehensive, easy to navigate set of services and make it available to the residents of Casa Indiana to include:
  - Nutrition and meal delivery
  - Financial literacy, help with budgeting, credit repair,
  - Utility assistance
  - Socialization
  - Volunteer and civic opportunities
  - Employment
- All residents will be given a list of resources and providers in the community available to them.
- A resident handbook will be developed that will include a listing of the collaborative resident services available to them as residents of Casa Indiana.
- Build strong relationships with providers that offer elders meal delivery as well as health, job training-, and transportation-related services
- Strengthen its current offerings in the areas of energy assistance, finances, and civic engagement
- Work with social service providers and others to advocate for better services to the residents of Casa Indiana
- Institute a Computerized Learning Center at the property to link residents through computer hardware and software for job-related, educational, and other community purposes.

### **c) Measurable Target Outcomes Related to Each Goal**

- Hire a Case Manager to design a comprehensive Senior Services Program to strengthen relationships with all relevant providers, and better coordinate services for the senior residents.
- All residents receive the resident handbook is developed that will include a listing of the collaborative resident services available to them as residents of Casa Indiana.
- An assessment tool is developed that captures the needs and living conditions of the resident population and a baseline of conditions from which to assess progress.
- Individual resident services plan is developed for each resident that provides access to a broader range of services including help with finances, nutrition education and exercise, and socialization.

## 10. Supportive Services Plan – Casa Indiana

---

- Develop a comprehensive network of providers that address the needs of the resident population of Casa Indiana.
- Develop a comprehensive database of social service providers for implementation of Residents Services Plan.
- All residents receive information regarding energy assistance and financial education offered by HACE's Housing Counseling Program on a quarterly basis.
- All residents receive information regarding volunteer opportunities and activities in the community.
- Seniors would be able to avoid institutionalization longer or altogether through the combination of better case management and access to a broader range of services including help with finances, energy savings, nutrition education and exercise, and socialization.
- Develop a curriculum for adult learners, exposing our residents to the "Social Media" world, promote alternative means of communication, encourages self-sufficiency and independence.

Initially, HACE will develop an assessment tool that captures the needs and living conditions of the resident population and establish a baseline of conditions from which to assess progress. Apart from the surveys, quarterly reports from the Resident Services Coordinator are the primary assessment tool to track residents' status. Surveys will be updated annually to assess the quality of life of each resident and focus services to their current needs. This close supervision allows us to respond quickly to any signs of unmet need or deterioration. For example, if a resident show signs of dementia, we contact relatives and connect them to PCA, Mercy LIFE and any other resource that will help the resident avoid institutionalization. This system is holistic and depends on personal interaction with residents.

The Philadelphia Health Management Corporation (PHMC) also provides a general overview of health status by zip code. As we develop a robust evaluation system for Casa Indiana residents, a key challenge is how to develop a method to track health outcomes of the elderly that is realistic but meaningful. We will aim to create an evaluation system that respects the legal and proprietary limits of the local health care providers while providing enough information to the management team to assess progress on the outcomes.

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

HACE Management Company will hire a Resident Services Coordinator to serve Casa Indiana and Villas del Caribe, a LIHTC development three blocks north of this location. This new staff person will be responsible for initial assessment of the compatibility of the services provided at Casa Indiana with the needs of applicants for housing and ongoing case management. In addition the service coordinator will be responsible for working with residents, families and community volunteers to distribute information about services available on and off site, determine on an individual basis sources of funding for services required by residents and assist residents to access appropriate services. The Resident Services Coordinator will assist residents to complete the paperwork necessary to access services, advocate on their behalf, and act as a communications link between residents and outside agencies, when necessary. The Resident Services Coordinator will coordinate the work of the agencies involved in the project to make certain that there are no conflicts or inappropriate duplications of service.

## 10. Supportive Services Plan – Casa Indiana

---

Each of the agencies/organizations referenced in the following list presently provides services to Casa Caribe, Caribe Towers and Somerset Villas (HACE's three HUD 202 Elderly Housing Developments presently managed by HACE Management Company). HACE will maintain these partnerships and collaborations for the provision of social services to the residents of Casa Indiana.

- **PCA.** HACE has worked with PCA since 1990. We now collaborate on the delivery of congregate meals, health and nutrition education, flu shots, home care support, hospice services, behavioral and mental health assessments and referrals, protective services, transportation, and advocacy.
- **Temple University Episcopal Hospital.** Since 1990 HACE has worked with Episcopal which co-sponsored the development of Somerset Villas and Casa Caribe. Episcopal/Temple will provide residents with nutrition education, health screenings, vaccinations, and transportation to its medical facilities.
- **Esperanza Health Center.** HACE has worked with Esperanza since 2006 on health and nutrition education, health screenings and medical services. Esperanza will provide residents with health screenings, vaccinations, and transportation to appointments.
- **Asociacion de Puertorriquenos En Marcha (APM).** HACE has worked with APM since 2000. APM offers physical and behavioral health services including family medicine, drug and alcohol rehabilitation, as well as the monitoring of elder health care and medication protocols. APM's program will help seniors avoid depression and feelings of isolation.
- **Proyecto AYUDA.** HACE has worked with Proyecto AYUDA since 1996 to provide employment opportunities to low-income elders at our seven multi-family developments. The CNC will refer participants to Proyecto AYUDA for employment opportunities in the service area.
- **Health care, adult day care.** Having just received approval for an additional 20 slots, the current Mercy LIFE Center is now at capacity (serving 170 seniors). However, Mercy's catchment area includes Casa Indiana's primary market. HACE will work with Mercy LIFE to analyze opportunities for another center and work to expand capacity.
- **HACE's Housing Counseling staff and Neighborhood Energy Center** will continue to provide Housing counseling, financial literacy, credit repair, utility assistance and weatherization.
- **The Senior Law Center** provides legal advice, information, and some representation through its HelpLine, its Senior LAWCenter. HACE will seek the Law Center's help in providing adequate service to residents in the areas of protection from fraud and abuse, powers of attorney, and wills.
- **Taller Puertorriqueno will provide Social/recreational, educational, and cultural opportunities.** HACE and its partners will aim to offer a set of activities that residents want to engage in and which are fully accessible to them in terms of location and cost.

## **10. Supportive Services Plan – Casa Indiana**

---

### On-site Resident Services Coordinator and Counseling

The on-site Resident Services Coordinator will be responsible for initial assessment of the compatibility of the services provided at Casa Indiana with the needs of applicants for housing and ongoing case management. In addition the service coordinator will be responsible for working with residents, families and community volunteers to distribute information about services available on and off site, determine on an individual basis sources of funding for services required by residents and assist residents to access appropriate services. The Resident Services Coordinator will assist residents to complete the paperwork necessary to access services, advocate on their behalf, and act as a communications link between residents and outside agencies, when necessary. The Resident Services Coordinator will coordinate the work of the agencies involved in the project to make certain that there are no conflicts or inappropriate duplications of service.

### On-Site Employment, Training and Volunteer Programs

We will actively support the efforts of residents of Casa Indiana to remain active, productive members of the community. Training programs, employment programs and volunteer placements will be provided and funded through National Association for Hispanic Elderly (Projecto Ayuda) located at 3150 N. Mascher Street. Projecto Ayuda is a Senior Community Service Employment Program funded by the U.S. Department of Labor. It provides older, low-income persons with part-time subsidized employment in community service work in non-profit agencies, as well as training skills and job development, and eventual placement in part-time or full-time work outside the program.

### Transportation

Residents may request door-to-door transportation via the Shared Ride Transportation Program, which is funded by the Pennsylvania State Lottery and managed by the Philadelphia Corporation for Aging (PCA). This service is available to persons age 65 and over. Residents pay only 15% of the cost and the proceeds for the Lottery pay the remaining 85%. PCA also coordinates an attendant as part of the transportation service for functionally disabled individuals 60 years of age and older who participate in the Shared Ride Program. This service is designed to provide assistance to older adults who are in wheelchairs. Service is provided between 8:00 a.m. to 8:00 p.m.

Public transportation is available directly from Casa Indiana to all shopping and amenities in the neighborhood, as well as to Center City Philadelphia. The route 60 bus has stops one block north of Casa Indiana on Allegheny Avenue. This bus provides direct transportation to the Market/Frankford elevated trains and the Broad Street subways, which access North, South and Center City and the City's main thoroughfares. Bus lines #57 & #47 are also less than to three blocks from the site; and provide direct transportation to Southern and Northern sections of the City. The availability of transportation around Casa Indiana increases the ease with which residents of this development get to work, run errands and participate in off-site community activities.

### On-Site and Off -Site Social Activities

Social activities will be available both on-site and off-site. The design of Casa Indiana includes a multi-purpose community room serviced by a kitchen. This room will be the site of activities and programs planned by residents and the Resident Services Coordinator. The kitchen will be staffed by residents and volunteers in connection with particular functions held in the community room. In addition to activities limited to residents of Casa Indiana, the community room will be

## **10. Supportive Services Plan – Casa Indiana**

---

the site of functions open to the rest of the community as planned by the residents. The community room will also be available to residents of Casa Indiana for private functions, such as birthday parties. The representative tenant council will play a central active role in planning and implementing social activities at Casa Indiana, with the assistance of the Resident Services Coordinator.

Off-site social activities are also available at the Mann Older Adult Center located at 3201 N. 5th Street, within walking distance of casa Indiana. The Center provides dance and arts-and-crafts workshops, games, trips and other recreational and social activities. Activities are also available at Norris Square Senior Center located at 2121 N. Howard Street. Both centers provide transportation to and from the centers.

### On-site Health and Nutrition Programs

The purpose of these programs is to prevent health problems and to facilitate recuperation if health problems have occurred. The intent of the program is not to provide on-going medical care on-site since the facility is not intended to function as nursing home. Regularly scheduled health fairs, health screenings and health education programs will be provided by Episcopal Hospital at Casa Indiana as well as at the hospital through its Episcopal Plus Program and Community Outreach Program for older adults.

### Program of All-inclusive Care of the Elderly

As this population ages, the need for health and social related services will increase proportionally. HACE has found that our elderly residents have difficulty in accessing essential services to remain independent are largely the result of language, culture and transportation obstacles. Traditionally, our residents prefer to seek help from persons they are familiar with, they can relate to, and they feel comfortable with. They often choose to forgo these much needed services than to travel into an unfamiliar environment. Given the socioeconomic conditions of these low-income elders and their exceptional needs, poor or no access to health related services places them at higher risk to losing their independence due to poor nutrition and illnesses; conditions that can be prevented and/or alleviated with proper management and intervention.

It is anticipated that residents who are independent will initially occupy Casa Indiana and therefore, they are not yet deficient in ADLs. However, it is clear that as the population ages, measures will need to be taken to increase the level of services to accommodate the population as it ages to insure that residents remain living within the community for as long as possible. The proximity of the proposed Casa Indiana to HACE's Life Center is strategic as services are readily available in their community. Another important factor is that by bilingual staff is available at the center to better communicate with the participants and their families. This service is critical for elders to remain independent vital members of the community for as long as possible. HACE partnered with Mercy Health System in the development of a "PACE" (Program of All-inclusive Care of the Elderly) in the Caribe Zone, three blocks North of Casa Indiana. PACE is known as "LIFE" in Pennsylvania. LIFE is the total solution to assisting elders to stay independent in the community and supporting their families in continuing to provide care to them. When a person enrolls in LIFE, a comprehensive plan is developed taking into account the participant and family's preferences for care, and all their medical and social needs. The focal point of care is the LIFE center, which participants attend an average of three days a week. All medical care, including specialty care such as dental, eye, foot, and psychiatric care is available at the center. Participants are transported to other specialists when needed. If

## **10. Supportive Services Plan – Casa Indiana**

---

someone needs to go to a hospital or nursing home, LIFE physician's follow them and direct their care in those settings as well. Approximately 50% of LIFE participants also receive care in their home. Once enrolled, most LIFE participants remain in the program until they pass away. Satisfaction with their quality of life is very high and both participants and family caregivers love the program.

### **a) Frequency of program or activity (daily, weekly, monthly, etc.).**

The frequency of the programs and activities will vary based on the service. For example, once established, meal delivery from PCA will take place five times per week for participating households. Social service referrals will be provided, as needed, by the Resident Services Coordinator who will be available at the site five days a week (Monday through Friday) 20 hours a week. A monthly calendar will be developed and maintained by the Resident Services Coordinator offering workshops, health screenings, and education for the residents. These monthly events will take place in the large community room.

### **b) Eligibility requirements or fees for resident participation**

Activities and services provided by the Resident Services Coordinator, HACE and HACE management Company will be available to all residents of Casa Indiana free of charge. Residents are subject to eligibility requirements and co-pays for services not provided by HACE.

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

At the time of occupancy, each resident will receive orientation and literature on the social service plan and scheduled activities (on site and off site) being offered to Casa Indiana residents. An assessment will be conducted of the household to capture the needs of the resident and establish a baseline from which to assess progress. Thereafter, an activities calendar will be developed by the Resident Services Coordinator to be hand delivered to each unit to inform residents of upcoming activities and to encourage resident participation. Activity information will also be posted in the lobby and community rooms.

## **3. Staffing**

As with our other multifamily developments, HACE will contract with HACE Management Company to provide property management services for this proposed development as well. Casa Indiana staff will include a full time Assistant Site Manager and Maintenance Technician who will be responsible for the operations of the project related to real estate management and maintenance.

As noted above, HACE will leverage resources from another LIHTC development, Villas del Caribe, to provide supportive services to both Villas del Caribe and Casa Indiana. It is HACE's intent to hire an on-site Resident Services Coordinator who will be responsible for initial assessment of the compatibility of the services provided at Casa Indiana with the needs of applicants for housing and ongoing case management. In addition the Resident Services Coordinator will be responsible for working with residents, families and community volunteers to distribute information about services available on and off site, determine on an individual basis

## **10. Supportive Services Plan – Casa Indiana**

---

sources of funding for services required by residents and assist residents to access appropriate services. The Resident Services Coordinator will assist residents to complete the paperwork necessary to access services, advocate on their behalf, and act as a communications link between residents and outside agencies, when necessary. The Resident Services Coordinator will coordinate the work of the agencies involved in the project to make certain that there are no conflicts or inappropriate duplications of service.

The Resident Services Coordinator will report to the Property Manager, who will provide day-to-day supervision and direction in the implementation of the Support Services Plan. In regards to facilities and equipment as with our other management offices, Casa Indiana will have private offices with computers equipped with the most up to date Microsoft Office software and web access to better serve our residents. In addition, our facilities, both the Main Office and Casa Indiana will have large meeting spaces for the provision of group and private counseling sessions.