

SAMPLE OF SUPPORTIVE SERVICES PROVIDED AT LHDC'S HOUSING UNITS

LIBERTY'S CONDO INTEGRATION PROGRAM IV (4800 Disston) and
LIBERTY'S CONDO INTEGRATION PROGRAM V (12 apartment units in
Philadelphia) Philadelphia, PA

SUPPORTIVE SERVICE PLAN FOR THE PROPOSED: SCATTERED SITE HOUSING FOR CONSUMERS WITH PHYSICALLY DISABILITIES

_____ : Provision of Supportive Services and Proposed Facility

Part a -Description of Proposed Supportive Services

The mission of the Liberty Resources as sponsor, housing advocacy and Support Coordinators team will be to improve residents' quality of life and to assist them in achieving their maximum level of health, independence and productivity.

Intention to Serve the Consumers with Physical Disabilities

100% of Liberty Resources Inc. Board of Directors and over 51% of Liberty Resources staff are persons with disabilities. After funding, the newly created, single entity non-profit corporations will feature the same ratio of Board members and staff with disabilities.

Our newly developed one bedroom units will lend themselves to easy access for the wheelchair mobile and other physically disabled consumers, it was determined in conjunction with a review of the need for such housing, to focus on providing the necessary services to physically disabled adults who wish to live independently, and who will benefit from a barrier free living environment in an integrated setting. This will enhance their individual dignity and at the same time provides access to services and social activities that improve their quality of life.

Liberty Resources Inc. will refer consumers with physical disabilities who wish to live independently with or without assistance to the new apartments. Liberty Resources will also include its existing referral list from its housing referral program and the Consumer Nursing Home Transition list.

Our commitment on integration into the community will be met by developing small number of units in a particular area. our units will not give that institutionalized feeling. We plan on developing 17 units with these two applications, 5 at one location and 12 at another.

We will develop and/or purchase one and/or two bedroom dwelling units, each with a private kitchen area and bath. We will either build or retrofit the entire apartment plus its accessible ingress/egress route to meet the needs of

our wheelchair mobile tenants. In addition, the facility may have a lobby/sitting area, a multipurpose activity area and a meeting room that may be used by service providers and residents for smaller group activity and private counseling. In this way, each resident will be able to live independently yet benefit from opportunities for social interaction and service provisions that will be accessible from Liberty Resources and from the network of service agencies and available for the physically disabled.

Liberty Resources will provide each tenant with a personal computer for access to the internet to help consumers seek out information they need to enhance their ability to maintain independent living. Our IT team will provide any assisted technology needed by individuals making sure they have full use of the computer. We will provide them with email addresses should they need one.

* Information and Referral: The Information and Referral program provides consumers, families and professionals with information about disability issues, programs, and facilitating linkage through referrals. The Community Development team compiled a list of the most frequently asked questions. The answer you seek may only be a click away.

Residents can call Liberty Resources for information on various disability issues and services. Liberty Resources has a databank of resources to which callers can be referred. A registry of personal assistants can help a consumer in finding the right person(s) to provide this much needed service.

*Resource Center - In conjunction with its Information Databank, Liberty Resources has developed an extensive library of various books, other printed materials and video tapes to assist people in their awareness, knowledge and understanding of disability issues. The center also offers an assortment of used equipment which can be loaned to consumers on a limited basis.

*Peer Support Counseling - Residents will benefit greatly from this service. A departure from traditional counseling because it offers a person with a disability the opportunity to discuss personal problems with someone who has shared similar experiences and can thereby recommend credible solutions. We plan to get any resident interested in becoming a peer counselor to get involved and helping others.

*Parent Mentoring - Members of the family of a person with a disability have questions, concerns and the need for someone to understand their perspective as well, so Liberty Resources offers the support of a parent who "has been there." This will help our residents families overcome the fear of letting go and allowing their family member gain the independence they so rightly deserve.

*Individual Advocacy - Liberty Resources will assist residents in cutting through the "red tape" that often separates consumers with disabilities from the benefits, products or services that best meet their needs. In the process, Liberty Resources will teach individual residents how to advocate for themselves.

*Community Education - Liberty Resources recognizes that the need to educate society about disability issues and the part it plays in creating a "barrier-free" world is as great as preparing consumers with disabilities to access it. Therefore, Liberty Resources will work with businesses, housing agencies, transit authorities, public officials, the community-at-large to create an awareness and understanding that will our residents realize true independence.

*Independent Living Skills Training - Liberty Resources has developed a series of modules focusing on various aspects of the Activities of Daily Living (ADLs), Housing Resources, Home Management, Nutrition and Meals, Health and Wellness, Personal Finances, Social/Communications Skills and Mobility Issues, as well as other areas of Life Skills Management in order to enhance a person's ability to take charge of his/her own life. We plan to help every resident, if they want, to gain as much independent living skill as possible. If a resident can not perform a certain function, we will seek a way to overcome the hurdle.

Liberty Resources Academy This revolutionary training academy combines the resources and experience of two established organizations: Liberty Resources and The Sierra Group. Liberty Resources, a Center for Independent Living, has extensive expertise in assisting People with Disabilities to live independent lives. Liberty Resources has over 25 years of experience working with people with disabilities and knows that people can open doors to economic freedom by finding employment. Together with The Sierra Group, Inc., a nationally recognized rehabilitation engineering consulting company, Liberty Resources created The Academy based on the theory that education is the key to independence. The Academy is designed to meet students' individual needs and goals.

Liberty Resources, Inc. created the Liberty Resources Academy in order to assist people who have never worked before in making a first step towards a career. We are also available to help people who have worked in entry level jobs improve their skills.

The Liberty Resources Academy provides core business training including: operation of basic office equipment, reading and written communication skills, basic mathematics and calculator use, beginning and advanced computer skills, resume and interview development, & dressing for success

Braille Classes for Beginners independent living skills using Braille. You will learn how to label cans, bottles, cassettes and other everyday items in Braille.

You will also learn how to create your own Braille address book complete with telephone numbers!

Classes are held at Liberty Resources, Inc. Philadelphia office in 12 week sessions. Classes are held on Mondays and Wednesdays from 10 a.m. to 12 p.m. Currently, consumers are receiving individualized, one-on-one instruction. The future direction and content of Braille classes will be determined by the individual needs of the consumers currently involved and those who will enroll. If you, or someone you know, could benefit from this class, we would like to hear from you.

Skills Training Services Skills Training services offer individuals the opportunity to learn and practice those skills needed to live independently in the community. Training is provided in small groups and emphasizes independent living skills, such as financial management, personal assistant management, nutrition and meals, rights and responsibilities, community mobility and socialization and communication.

If you are a Liberty Resources consumer or a person with a disability who is interested in a Skills Training course, they can call the information and referral hotline. Be sure to check out the Peer Support page for peer support groups as well as specialized trainings, such as Braille trainings.

Assistive Technology - Technology has intertwined itself into our everyday lives. To most people this means faster, easier, cheaper. For people with disabilities, technology symbolizes independence, empowerment, and freedom. Liberty Resources, Inc. uses some of the latest cutting edge technology to connect people with disabilities to the wide range of assistive technology devices on the market. Whether that device is an 89 cent soda-can top popper or a \$10,000 standing wheelchair, Liberty can provide the resources to reach the technology.

Consumer Rights and Responsibilities and Introduction to Independent Living - This module presents information on consumer rights, laws, community resources, and civic responsibilities. This module includes information on the Americans with Disabilities Act and will assist the consumer in knowing his/her employment rights and introduction to Independent Living. (8 sessions, 24 hours total) Legal Rights and Voting - Individual Advocacy - Community Resources.

Financial Management - This class is designed to increase knowledge and skills in managing money, budgeting, using bank services, obtaining entitlements, maintaining records, filing tax returns, and obtaining various types of insurance. Successful money management ensures that the consumer can budget personal funds for transportation and other services that support his/her ability to go to work or school. (10 sessions, 30 hours)

total) Overview of Personal Finances, Budgeting and Comparison Shopping, Banking and Organizing Money, Taxes and Insurance, Consumer Rights & Adaptive Check-Writing

Functional Mobility -Explores a variety of transportation options for people with special mobility needs. Subject areas covered include safety rules when driving a wheelchair in the street, appropriate and safe transfer techniques, public transportation issues and wheelchair maintenance.

Health and Wellness - Provides an increased awareness in maintaining good health. Adaptive exercises and stress management techniques are emphasized, as well as first aid and medication issues. Consumers will learn how to access and manage services when these services become necessary.

Home Ownership - This class provides the basic knowledge a person needs to purchase their own home. Emphasis is placed on determining individual needs, adaptations and modification for the home, State and Federal housing programs and the entire realty process. Although this class is open to anyone, it is geared toward consumers that are already employed.

Home Management - While the housing class stresses strategies for moving into a residence, the Home Management class concentrates on what happens after the move. Every aspect of maintaining one's own residence is discussed. Topics range from cleaning to small home repairs to safety in the house.

Housing - This module is designed to present consumers with knowledge about housing opportunities, subsidies, and various living arrangements. The legal rights and responsibilities of tenants and landlords are reviewed and negotiation strategies are presented. Consumers are taught to assess their own housing needs and moving tips are given. A stable housing situation enables the consumer to maintain a stable employment situation. (5 sessions, 15 hours total) Housing Options and Resources, Rights in Housing, & How to file a complaint

Managed Care and Managing Your Health - This module is designed to increase consumers' knowledge of how their bodies work, and how to maintain good health. This module also assists the consumer to navigate through the Managed Care System, who to call, what to ask for and how to get it. Good health practices will assist the consumer to maintain continuous employment. (7 sessions, 21 hours total) Understanding Managed Care basis, Role playing - typical problems, Medical Necessity/Referral, Eye care, dental, emergency, Grievance, Complaint, Appeal, Managed Care Coalition, & Pressure Sore, Wheelchair Acquisition, etc.

Managing Your Personal Attendant/Reader - This module is designed to teach consumers basic skills in identifying their own needs, writing a job description, recruiting, screening and interviewing potential assistants, and managing the employer/employee relationship. Consistent management of PAS allows the consumer to meet the demands of his/her personal and professional life. (10 sessions, 30 hours total) Assessment of Needs, Roles and Responsibilities, Training and Supervision, Termination and Back-up Assistance, & Financial Management of Services

Nutrition and Meals - This class presents information on basic nutrition to help participants understand the importance of diet in maintaining good health. Participants learn how to plan meals, shop for food, prepare simple meals, and clean up. The care and safe use of appliances is taught along with considerations in organizing an accessible kitchen. Participants also learn how to pack a lunch for work. (8 sessions, 24 hours total) Basic Nutrition, Meal Planning, Shopping, Meal Preparation Food Storage and Clean-up, & Assistive Devices for the Kitchen

Rights and Responsibilities - Introduction to Independent Living - If you are a person with a disability who is thinking about living independently or will be moving out on your own in the near future, this class is for you. You will learn about consumer rights, laws, community resources, and civic responsibilities. This class includes information on the Americans with Disabilities Act and will assist the consumer in knowing his/her employment rights and introduction to Independent Living. (8 sessions, 24 hours total)

Social and Communication Skills - This class is designed to provide an environment for participants to learn and practice skills needed for effective communication at home, at work and in the community. This module supplies information and skills critical to establishing and maintaining personal and professional relationships. Sessions emphasize basic conversational and listening skills, and teach consumers how to handle criticism and be assertive with authority figures. When appropriate, skills are taught in the use of communication equipment. (10 sessions, 30 hours total) Effective Communication, Assertiveness, Establishing Friendships, Sexuality, Telephone/TDD Skills, Typing and Written Communication

Starting Your Own Business - This class addresses the high unemployment rate for many people with disabilities. Small and home based businesses are the largest growth areas in this country and the potential for continued growth is enormous. Consumers attending this class will be able to determine whether starting a small business is for them. Emphasis is placed on exactly what is a home based business, cottage industries of the 90's, how to obtain small business loans from the Small Business Association (SBA), and how to develop a basic business plan. Speakers from the general business

community will discuss niche markets, marketing concepts and talk about their personal experiences.

Time and Leisure Management - Stresses the development of a consumer's organizational abilities to better manage time. The consumer will have an increased awareness of time wasters; will learn to define and set priorities, and be able to hone time management skills to become more organized. Recreational leisure time planning will provide for more effective use of free time, and make the consumer aware of the variety of leisure options available in the community.

Transportation - This class presents information on public transportation options and ParaTransit services. Pedestrian and rider skills are emphasized and techniques for accessing public buildings are discussed and practiced. This module helps to build self-confidence in traveling alone and develop consumer awareness of the community. Personal safety factors are reviewed. Independent travel is essential to maintaining employment. (7 sessions, 21 hours total) Transportation, Street Safety, Assistive Devices and Maintenance of Equipment, Sensory Discrimination, Use ParaTransit, How to ride public transportation, & the history of the fight to get transportation

*Access-Ability Project - Liberty Resources has combined a set of modules from its IL Skills Training into a program aimed at those consumers whose disabilities are so severe they have been defined as unemployable by OVR eligibility standards. Believing that everyone has abilities, Liberty Resources has developed this project with the goal of enhancing the skills of the participants, as well as their self-esteem, so that they can seek volunteer or paid positions, vocational training or higher education.

*Project Insight - Another specialized Skills Training program offered by Liberty Resources is designed to meet the needs of consumers who are blind or visually impaired. It includes in-home skills development in the areas of ADLs, Home Management, Meal Preparation, as well as Level I Braille. Another component of this project is Peer Support and Mentoring.

*Get A Life! Program - The name of the program says it all! The idea of this program is to get people with disabilities out and about, to try new things and feel more fulfilled through social, recreation and sports activities designed to meet the needs of consumers with disabilities in fully-integrated settings.

*Personal Care Assistance - Liberty Resources is a provider of care assistance for Pennsylvania's Attendant Care Program. This program provides assistance with the Activities of Daily Living to eligible individuals who have permanent disabilities.

All of these valuable services will be available for the residents of our Liberty's Community Integration Initiative IV & V facility.

Liberty Resources Inc., Manager of Housing Advocacy, managed three 202 funded facilities in Delaware County for 8 years, has managed a 58 unit 202 for the elderly in Spring City PA for 3 years & Freedom House a HUD 811 for the disabled in Royersford. He has over 21 years of experience managing HUD funded housing for the disabled and elderly..

Liberty Resources Inc. staff is knowledgeable about the range of services needed by the disabled residents. They are familiar with service providers in the Philadelphia area, and are in a position to connect all of the available services with the ever changing needs of the prospective residents, without going through the learning curve that could hamper service provision. The needs of the residents will be met by sponsors management and HUD approved management agent, Liberty Resources, and from a full range of services available from agencies and other sources in the community.

Another key feature of the Supportive Services Plan is the intent of the sponsor, Liberty Resources, to utilize our existing 80+ member service coordinators staff to provide regular oversight and coordination of services for residents. The service coordinators will advise housing staff and assist residents as needed at the Liberty's Community Integration Program IV & V. The service coordinators network with other service providers such in-home service providers such visiting nurses, county social service providers, and other as appropriate. It meets quarterly to review the status of services being provided by represented agencies and to assure special needs of residents met.

The underlying method to be used in meeting resident needs will be to provide programs and service coordination both using volunteers and service provider staff, under the watchful eye of Liberty Resources staff, the sponsors, Liberty Resources and with the Service Coordinators.

Part 2: Overview of Needs to be Met

Services to be provided to the special needs population of the proposed Liberty's Community Integration Program IV & V HUD 811 Supportive Housing for the Independently Living Physically Disabled will be focused on meeting the common needs of those wanting to live in an environment that offer's independent living opportunities.

Thus, even though residents who move in will be able to live independently, they will have continued access to an array of services that have been found to be needed on a regular and/or special or emergency basis. Also, the changing needs of tile residents will be addressed as they evolve.

There are at least twelve categories of need that the Service Plan must assure can be addressed through the involvement of supportive services deliverers. They will not be met as discretely as the listing implies, as at the individual level it is neither desirable or possible to separate the specific components of the care continuum. Many of the residents may need minimal services, but our intent is to assure each area is available to be covered through the efforts of local providers.

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| Social Service Needs | Health Care Needs |
| Long Term Care Needs | Mental Health Care Needs |
| Nutritional Needs | Economic Needs |
| Housing Needs | Transportation Needs |
| Social Recreational Needs | Legal Needs |
| Educational Needs | Employment Needs |

Besides the services Liberty Resources provides, we have a list of key service providers that the program and its residents will be eligible to receive assistance from in meeting all these key areas of need.

Disabled Resident Referral Process:

Discussions with executives of the most active service providers in the Philadelphia region where the site's may be located, have led to their commitment to assist the sponsor and management by referring eligible potential residents who are physically disabled but who are able to live independently and need a barrier free environment. These agencies always cite substantial levels of demand for this type of housing.

- Area Nursing Homes through our Nursing Home Transition Program
- Office of Vocational Rehabilitation
- Area Rehabilitation Centers
- Other subsidized housing providers

Referrals from other sources will be accepted, as well as directly submitted applications by eligible applicants. It is the intent of the sponsor to fully adhere to the Federal Fair Housing Laws and HUD occupancy guidelines that will govern selection of the residents, while, as permitted by the Secretary, limiting occupancy to consumers with physical disabilities who wish to live independently

Supportive Service Plan Development:

In addition to conferring with the leaders mentioned above, The Sponsor has asked disabled individuals, home bound and others living in HUD 811 & section 202 housing for the elderly and disabled what services they receive, how to improve those services, what additional services they feel would improve their quality of life, and any ideas on design or layout that would make their daily lives easier. With churches near by, stores near by, Septa Bus lines out the front door, open space, the selected facilities will be very accessible in many ways.

In addition the sponsor has consulted with local service providers and individuals who are physically disabled, to make suggestions, to provide information on available service programs and when available, review its plans so as to assure that all available services are included; and that the role of the physically disabled residents for participation and self-determination can be maximized.

It was this appreciation of the need for supportive housing for those still able to live independently, to avoid premature institutionalization or transition from institutionalization and provide safe and decent housing, that led the sponsor, Liberty Resources Inc., sponsor such a scattered site proposal. Liberty Resources whose focus is on the provision of quality housing and services to disabled individuals or all races, creed and religion is a key ingredient in assuring that the needs of the residents are met as fully as possible.

How Services Will Be Provided:

As noted above, it is the sponsor's intention to utilize the 80+ person Service Coordination staff, already in place and serving special needs individuals already in the community, to connect other service providers in the area. Thus, while the sponsor does not intend to organize a formal, comprehensive supportive services program, it also does not intend to leave the residents on their own in terms of searching out needed services and assuring that they are received.

No additional supportive services funding will be sought from state or local agencies to assist in the provision of services so long as the existing service

delivery network maintains its ability to provide services to our residents as eligible recipients under their overall funded program.

At no time will the sponsor require that residents accept supportive services as a requirement of occupancy. Liberty Resources is all about consumer choice.

It is the goal of the sponsor that our residents receive supportive services based on their individual needs, and in relation to their basic ability to live independently in their apartments that are being provided.

Thus, it is the intent of the sponsor, and its support service capability, to assure that all available services needed by our residents, including recreational, social, transportation, housekeeping, health assistance, home care and all others listed above, are available to them through the efforts of staff, volunteer, our services and other existing agencies and organization. These daily efforts will be enhanced by are regular oversight and coordination to be provided by Supportive Services staff.

Liberty Resources is the agency that accesses consumer's eligibility for State nursing home waiver programs "attendant care" program. We also are the agency that pays for such services.

The housing advocacy management and support coordinators teams will be available to improve residents' quality of life and to assist them in achieving their maximum level of health, independence and productivity. While connections with the services available off-site they will be encouraged and coordinated through ongoing effort, principal focus will be put on getting services delivered on-site wherever possible.

A service coordinator will meet with their clients at the consumers apartment in our Liberty's Community Integration Program IV & V building. In addition, a lobby/ multipurpose room may be available for social and other activities.

It should be pointed out that Liberty Resource is the Philadelphia Center for Independent Living and usually provides most of the support services for other organizations and individuals when requested. The letter below from LRI CEO indicates our commitment to providing the services herein.

These services will be coordinated by experienced, well-trained housing manager and management agent. Liberty Resources & those professionals from a broad spectrum of agencies whose job it is to provide services to residents eligible for available benefits.

Our staff will be available if any resident is hospitalized or becomes so ill or incapacitated that home health or other emergency supportive services are

required. The appropriate service providers will monitor each such case. We will focus on assuring that existing services are integrated into a comprehensive service plan for each individual.

In addition to the more serious needs to be addressed by the staff and Owner, there will also be regular, planned social activities for residents. These will include monthly management meetings, holiday parties, resident association activities, and various other activities sponsored by social agencies and volunteer organizations.

Liberty Resources Inc., and its HUD approved management agent, will provide monthly funding to the new residents association of Liberty's Community Integration Initiative IV & V to encourage the residents to develop social activities that all residents can enjoy.

Through its residents association, residents will be encouraged to take a lead role in determining the amount and kinds of activities that take place. For example, residents can sponsor trips to Atlantic City and other places. Arrange for entertainment groups to perform, school shows, boy & girl scout troops, bands, etc. in the community room for residents, and held a variety of educational programs. The amount and type of activities is based on the preferences of the residents.

Instead of a Computer Network Center, Liberty Resources will equip each apartment at its Liberty's Community Integration Initiative III & IV with a state of the art computer to train and encourage the residents to become comfortable with using computers and master the vast information source the internet can provide. It is our mission to see that every resident has the opportunity to learn skills and support them in their quest to obtain permanent employment opportunities.

This Supportive Services Plan, includes Liberty Resources 80+ person Service Coordinators to assure that the prospective residents of the facility will receive full access to the wide array of services available in Philadelphia and its suburbs, and benefit from the experienced leadership in the field of supportive housing services that the sponsor, Liberty Resources Inc. already provides to 3033 + consumers in the Philadelphia region.

The sponsor is committed to maintaining a high level of professional responsiveness for the foreseeable future, and will constantly consider whether increased services for residents or decreased services availability from existing agencies might create the need for an additional Service Coordinator. At that time, the sponsor will identify a source for providing this kind of additional full-time individual, whether through arrangements with an existing provider or through raising funds and/or seeking the appropriate direct service contracts.

Liberty Resources Inc. does provide 1st time homebuyer opportunities for consumers with physical disabilities through its PHFA approved 1st time homebuyer counseling program.

We will assist buyers in locating agencies who can assist them with the cost of modifications, closing cost and down payment on an accessible home.

Liberty Resources Inc. is a Center for Independent Living. When we identify a person with disabilities or a family who has a special needs individual, we work closely with that possible homebuyer and try to accommodate the person/family and help them become homeowners.

Most of our residents who will live in our Liberty's Community Integration Initiative IV & V will earn \$600-700 monthly. Many can just about maintain independent living. We have had successes in helping people with disabilities become homeowners, we are always willing to assist anyone who can and wants to become a homeowner.