

PHFA
Housing Services Department
Plan of Services
For the three year period of 2022 to 2025

Plan begins January 1st and ends December 31st of the 3 year period

Site Name & No.: Southgate Apartments	No. of Units: 45
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1. Description of Population and resident need identified in survey

a.) Population

Describe the existing population in terms of age, frailty, use of existing services and other pertinent factors. If using AASC or Family Metrics extract information from resident statics. Strategies for engagement: What are the barriers and how we can overcome them.

Southgate Apartments is a 45 Unit Tax Credit Property designed for individuals who are ages 62+. The property consists of 35 one-bedroom apartments and 10 two-bedroom apartments. Of these, there are 3 ADA units.

Demographic and Background Information of Residents who Live at Southgate Apartments		
Age N=46	Number of Residents	Percentage of Residents
60 to 74	14	30%
75 to 82	16	35%
83 to 99	16	35%
100+	0	0
Gender N=46	Number of Residents	Percentage of Residents
Female	38	83%
Male	8	17%
Racial Background N=46	Number of Residents	Percentage of Residents
American Indian/Alaska Native	0	0%
Asian	0	0%
Black/African American	0	0%
Native Hawaiian/Pacific Islander	0	0%
White/Caucasian	46	100%

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Some of the barriers to engagement include residents reporting feelings of isolation and challenges from the forming of exclusive groups in the community. Some residents have become more withdrawn since Covid. This has made it difficult to engage residents in different types of activities in the community. There has also been an increasing feeling that one group of residents are exclusive and gossip about others in the community. This makes residents uncomfortable and less interested in attending events. In the service plan, we address this by adding programs that appeal to different residents and add more ways to encourage residents to attend programs in a more inclusive way.

b.) Resident Survey

Date range when survey was completed: February 15, 2022 to August 31, 2022

The survey was delivered through individual interviews over 7 months. Resident Service Coordinators set up appointments to discuss the survey questions with all residents interested in participating.

Accommodations were made so residents could complete the discussion over the phone or in person. Resident Service Coordinators bridged language barriers by having family members or staff who could speak the preferred language of the residents to help interpret. Resident Service Coordinators also had access to a phone translation service to provide interpretation.

Of the 46 residents who live at Southgate Apartments, 28 completed the discussion questions. (Response rate = 61%)

From the Resident Opportunities and Priorities Assessment Report, over half of the responding residents have an interest in health-related topics and activities. They are also interested in social events to build a sense of community events. This is further indicated by the best way to get other residents involved by word of mouth. There was also an open-ended question about programs and services that the residents were already receiving; eight residents are receiving SNAP benefits, but only one mentioned being on Medicaid. This reinforced some of the new programming focus on health insurance access within the community.

From the Community Scan, we learned that the area's crime risk index for this zip code is lower than both Berks County and the national average. This shows up in our open-ended question without prompts about what the resident likes about their community questions that 11 residents said that they felt safe in the community and 13 residents said it was a nice place to live. The Community Scan also noted that there are a lot of amenities that are close in proximity to the community. Less than a mile away from the community is a church, pharmacy, gas station, and restaurant. There is direct access to and from the highway that connects to the primary arterial highway within the Leesport area. Within a two-mile radius, there are many other community services like a senior

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2. Community and online resources

Based on research, identify the community based organizations/websites that may address the needs of the residents.

Name of Organization/ Website	Service Provided	Contact Person	Telephone Number/Web Site Link	Describe how organization/ website can meet the needs identified in resident survey
Abilities In Motion	Assistive technologies and disabilities advocate	Terrisa Faulken	610-376-0010 X108 www.abilitiesinmotion.org	Assisting people with disabilities with adaptive tech.
Area Agency on Aging	County Agency serving aging population. Referrals for assessment of need and safety.	Justin	Phone: 610-478-6501 www.co.berks.pa.us/aging	Agency will assist with assessments to access resources and waiver programs for accessing supports.
BARTA	Affordable public transportation for Seniors and those with disabilities.		610-921-0605 Fax: 610-921-9420 https://www.bartabus.com/	Provides transportation at little to no cost to Medicaid recipients and Seniors by appointment and a regular schedule.
Berks Community Health Center	Access to local health care facility and educational programs.	Jen Bauman	Phone: 484-772-4080 https://www.berkschc.net/	Local Community Healthcare serving all medical needs in local community.
Berks County Assistance Office	Supplemental Nutrition Assistance Program (SNAP), Cash Assistance, Health Care Coverage (Medical Assistance), Home Heating Assistance (LIHEAP), Family Planning Services, Help with Child Care, School		Phone: 610-736-4211 https://www.dhs.pa.gov	Local resource hub for many government programs for residents who may qualify.

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	Meals, and Long-Term Living Services			
Berks County Housing Authority	Rent Assistance		Phone: 610-370-0822 https://www.berksha.org/	Provides rental assistance to residents who qualify.
Berks Deaf & Hard of Hearing	Specialized assistance for deaf residents. Interpretation	Lori Fisher	Phone: 610-685-4520 x226 https://www.bdhs.org/	Provides specialized assistance for hearing disabled residents.
Berks Encore	Income Tax Prep, Medicare Enrollment, Pace/PACENet, SNAP, Rent Rebates, Legal, Meals on Wheels	Jim Youndt	Phone: 610-374-3195 x237 https://berksencore.org/	They have a variety of services that residents can benefit from.
Helping Harvest	Senior Food Boxes	Lori Lowery	Phone: 610-926-5802 ext. 203 www.berksfoodbank.org	Provides easy access to food for residents who qualify.
Humana	Health insurance information, educational and social activities	Laurie Reichert	Phone: 717-791-5110 https://www.humana.com/	Health insurance provider that supports with educational and social programming.
League of Women Voters	Voter registration drives and voter education	Wenda Kincaid	Phone: 610-997-6431 http://www.lwvberks.org/	They are a nonpartisan organization working to empower voters and defend democracy through advocacy, education, and litigation.
Rite Aid Pharmacies	Flu Shots, COVID boosters and other Immunizations	Hemanshu H. Parikh	Phone: 717-585-2079 www.riteaid.com	Provides home delivery of medicine and mobile Immunization Clinics on site.
Schuylkill Valley Community Library	Supplies books and other materials to the community.		Phone: 610-926-1555 https://www.berkslibraries.org/branch/schuylkill-valley	Provides convenient access to books and other materials from the library.
Senior LIFE	Educational and Social program	Sue Seanor	Phone: 610-246-1339 https://seniorlifepa.com/	They provide an alternative to nursing home level of care by providing an all-

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				encompassing model of healthcare, day programs and transportation.
Service Access Management	Mental health services		Phone: 610-236-0530 https://www.sam-inc.org/	Has support for residents with mental health needs.
United Healthcare	Health insurance information, educational and social activities	Roxana Volk	Phone: 610-621-0268 www.unitedhealthcareonline.com/	Health insurance provider that supports with educational and social programming.

3. Current services, programs and activities provided at the property

Name of service or explanation of service provided	Date service began at property	Name of person, agency, or group providing the service	Contact Information
Benefit Access and Referral Services	Since the beginning	HDC MidAtlantic	Resident Service Coordinator
Case Management	Since the beginning	HDC MidAtlantic	Resident Service Coordinator
Community Events	Since the beginning	HDC MidAtlantic	Resident Service Coordinator
Community Meetings	2022	HDC MidAtlantic	Resident Service Coordinator
Conflict Resolution Services	Since the beginning	HDC MidAtlantic	Resident Service Coordinator
Eviction Prevention Program	2019	HDC MidAtlantic	Resident Service Coordinator
Community Events	Since the beginning	HDC MidAtlantic	Resident Service Coordinator
Hope and Opportunity Fund	2016	HDC MidAtlantic	Resident Service Coordinator
Bingo	2021	Resident Volunteer	484-509-2207
Commodity Supplemental Food Program	2022	Helping Harvest / HDC MidAtlantic	610-926-5802 / Resident Service Coordinator
Immunization	2021	Rite Aid Pharmacy	717-585-2079
Schuylkill Valley Library	2022	Schuylkill Valley Community Library	610-926-1555

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4. Proposed services, programs and activities

Identify services, programs or activities that will be implemented over the next three years to address priorities as identified in the survey, but not listed on chart 3 (currently being provided.)

Name of Service, Program or Activity	Parties Responsible for program and implementation timeline:	How and where will service be provided	The frequency of the program or activity (daily, weekly, monthly, etc)
Exercise Club	Resident Service Coordinator	Setup a meeting with residents to talk about exercise events that they are interested in and setting up a schedule. Talk about different supports that will be needed for the different types of events.	Weekly
Nutrition Education Initiative	Resident Service Coordinator	The Resident Service Coordinator will reach out to partners to provide nutrition education to residents.	Quarterly
Health Insurance Information and support services.	Resident Service Coordinator	The Resident Service Coordinator will reach out to partners to provide insurance education.	Annually from multiple partners

5. Proposed Outcomes

For services, programs, or activities as noted for proposed plans (Chart 4.)

Name of Service, Program or Activity	Resident Participation <i>How will residents be encouraged to participate?</i>	Describe Outcomes <i>What benefits will the individual, family, or community see resulting from proposed activity?</i>	Outcome Measures <i>How will outcomes be measured?</i>
Exercise Club	Flyers, Word of Mouth, and events on the calendar.	Improve resident's health and social interaction. Strengthen stability to lower the chance of fall risks.	Attendance at events. Doing Falls Risk Assessment (STEADI) with each participating resident at the start of the program and monitor bi-annually.

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Nutrition Education Initiative	Flyers, Word of Mouth, and events on the calendar.	Improved resident health and social interaction. Increase the chance of healthy eating and community support to eat healthier.	Attendance at events. After each program, Resident Service Coordinator will send out a survey asking Do you eat fruits more often each day? Do you eat vegetables more often each day? Do you make small changes to your eating behavior?
Health Insurance Information and support services	Flyers, Word of Mouth, and events on the calendar.	Increase the number of residents who are satisfied with their health insurance.	Attendance at events. Resident Service Coordinator will measure the number of people who have health insurance and the number of people who are satisfied with their insurance.

6. Supportive Services Budget

Supportive Services Costs	Hrs/wk:	Budget \$	Source of Funds <i>(Annual Operating Budget, Supportive Services Escrow, Donated)</i>
Supportive Services Salary	8	\$7319	Operating Budget
Supportive Services Supplies	N/A	\$2005	Operating Budget